

COMMONWEALTH OF VIRGINIA

STANDARD CONTRACT

Contract Number: 2017-71500-01

This contract entered into the 1st day of July 2017, by Baker & Taylor, LLC. hereinafter called the "Contractor" and Commonwealth of Virginia, The Library of Virginia, called the "Purchasing Agency."

WITNESSETH that the Contractor and the Purchasing Agency, in consideration of the mutual covenants, promises and agreements herein contained, agree as follows:

SCOPE OF CONTRACT: The Contractor shall provide the goods/services to the Purchasing Agency as set forth in the Contract Documents.

PERIOD OF PERFORMANCE: From July 1, 2017 through June 30, 2020 with two one-year additional renewal periods.

The contract documents shall consist of:

- (1) This signed form;
- (2) The following portions of the Request for Proposal #2017-71500-01 dated April 10, 2017:
 - (a) The Statement of Needs,
 - (b) The General Terms and Conditions,
 - (c) The Special Terms and Conditions
- (3) The Contractor's Proposal dated April 28, 2017, all of which documents are incorporated herein.

IN WITNESS WHEREOF, the parties have caused this Contract to be duly executed intending to be bound thereby.

CONTRACTOR: Baker & Taylor LLC PURCHASING AGENCY:

By: Lee Ann Queen By: Lorrie B. Warner

Title: Director Pricing Services Title: Deputy

Note: This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.1 or against a bidder or offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.



BAKER & TAYLOR

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**Request for Proposal
Library Materials
For
Mid-Atlantic Library Alliance
(MALiA)**

Due: April 28, 2017 at 4:00 P.M.

**BAKER & TAYLOR, LLC
2550 WEST TYVOLA ROAD
SUITE 300
CHARLOTTE, NC 28217**

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Baker & Taylor Response

MALIA RFP Document

Library Materials

Please note, any clarification to specifications appears within the document, just underneath the associated section.



April 26, 2017

Ms. Carolea Newsome, Contract Administrator
Mid-Atlantic Library Alliance
John Cook Wyllie Library
University of Virginia's College at Wise
One College Avenue
Wise, VA 24293

RE: Proposal for Library Materials

DUE: April 28, 2017 at 4:00 pm

Dear Ms. Newsome;

Thank you for allowing Baker & Taylor the opportunity to respond to your RFP. Any clarifications to the RFP terms and conditions are listed on the attached pages.

Our contacts and experience in the library marketplace have enabled us to establish the most comprehensive coverage of materials and range of services in the industry. Baker & Taylor is the nation's leading supplier of books and related cataloging and processing services, representing over 75,000 publishers and imprints. We are the oldest book distributor in the United States, servicing markets with economical pricing and excellent services for over 188 years.

Should you have any questions upon reviewing our response, please contact me at 800-775-7930, ext. 3245. I will be pleased to answer any questions or to clarify any information.

Thank you for your consideration. We look forward to your response to our proposal.

Sincerely,

Lee Ann Queen
Director – Pricing Services

Telephone: 800-775-7930, ext. 3245
Fax: 704-998-3260
E-Mail: queenl@baker-taylor.com

REQUEST FOR PROPOSAL

Issue Date: April 10, 2017

Title: Library Materials

Commodity Codes: 71510, 71512, 71535, 71505, 71590

Issuing Agency: Library of Virginia, on behalf of
Mid-Atlantic Library Alliance (MALiA) Carolea Newsome,
Contract Administrator John Cook Wyllie Library
University of Virginia's College at Wise One College
Avenue
Wise, VA 24293

Using Agency: Library of Virginia on behalf of Mid-Atlantic Library Alliance (MALiA)

Initial Period of Contract: From July 1, 2017 through June 30, 2020 with two one-year additional renewal periods.

Sealed Proposals Will Be Received Until 4:00 p.m. (Eastern Standard Time) on Friday, April 28, 2017, For Furnishing The Services Described Herein.

All Inquiries For Information Should Be Directed To: Carolea Newsome, Contract Administrator, 276/328-0152 (V), 276/455-9374 (C), or MALiAContract@ehc.edu.

IF PROPOSALS ARE MAILED, ARE HAND DELIVERED OR EXPRESS MAILED, SEND DIRECTLY TO THE ISSUING AGENCY SHOWN ABOVE.

In compliance with this Request For Proposals (RFP) and all conditions imposed in this RFP, the undersigned firm hereby offers and agrees to furnish all goods and services in accordance with the attached signed proposal or as mutually agreed upon by subsequent negotiation, and the undersigned firm hereby certifies that all information provided below and in any schedule attached hereto is true, correct, and complete.

Name and Address of Firm: *Baker & Taylor, LLC,*
2550 W Tyvola Rd., Ste 300, Charlotte, NC 28217

Date: *April 26, 2017*

By: *Lee Ann Queen*

Name: *Lee Ann Queen* (Signature in Ink)

eVA Vendor ID or **QUNS** *787724772* (Please Print)

Fax Number: *704-998-3260*

Title: *Director -- Pricing Services*

E-mail Address: *bids@baker-taylor.com*

Telephone Number: *800-775-7930 ext 3245*

Note: This public body does not discriminate against faith-based organizations in accordance with the Code of Virginia, § 2.2-4343.1 or against an offeror because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment.

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<u>Activity</u>	<u>Date</u>
Release RFP	Monday, April 10, 2017
Proposal Due Date	Friday, April 28, 2017, 4:00 PM EST
Contract Award	June, 2017

I. PURPOSE

The purpose of this Request for Proposal (RFP) is for the Library of Virginia to solicit sealed proposals from qualified sources and to establish contract(s) through competitive negotiations with one or more contractors to provide library materials to member libraries of the Mid-Atlantic Library Alliance (MALiA).

This RFP outlines the terms, conditions, and all applicable information required for submitting a proposal. Proposal respondents should pay strict attention to the proposal submission date and time and follow the format and instructions in Section IV (Proposal Preparation and Submission) of this RFP.

II. BACKGROUND

Mid-Atlantic Library Alliance (MALiA) is an organization of public library systems, academic, school systems, institutional, and special libraries established to provide cooperative information services and programs. Full membership shall be conveyed to applicant libraries upon payment of applicable fees to the corporation.

The Mid-Atlantic Library Alliance (MALiA) consortium represents 246 libraries throughout the mid- Atlantic region. As of January 2017, membership includes 194 public, 41 academic, 7 schools, and 4 special libraries. See Attachment D: MALiA Member Libraries as of January, 2017 for a list of participating institutions or consult the MALiA Web site (<http://www.malialibrary.org/>) for a current list of members.

The purpose of MALiA is to encourage the development and improvement of all types of library service and to promote the efficient use of finances, personnel, materials and properties by enabling governing authorities having library responsibilities to join together in a nonprofit library consortium.

Participation by MALiA members in this contract is optional and is at the discretion of each participating member. It is understood and agreed between the parties to any agreement resulting from this RFP that any library that becomes a member of MALiA after the award of this contract will be accepted at any time under the terms of this contract.

The approximate, combined library materials budget for all MALiA members per year is estimated at over \$30,000,000. The approximate stated dollar amount is not to be construed to represent any amount MALiA is obligated to purchase under the resulting contract or relieve the contractor of any obligation to provide service. Dollar amounts may change during the course of the contract and MALiA reserves the right to increase or decrease the amount as actual needs and funding determine.

III. STATEMENT OF NEED

The contractor must be able to provide services necessary to fill orders for library materials placed by any MALiA member library on a consistent basis during the term of the contract.

The contractor must be capable of supplying library materials from various types of publishers and must be able to provide geographical coverage for library materials published worldwide.

Library materials are defined for the purpose of this RFP as stated in the 2013 edition of the ALA Glossary of Library and Information Science edited by Toni M. Carter. and Michael Levine-Clark:

“Materials of all physical substances and formats (4), acquired by a library (3) to constitute its library collection, devices for reading, viewing, or hearing the informational content of materials are excluded.”

Participating MALiA member libraries that become dissatisfied with the service received during the course of this contract may withdraw at any time with no penalty.

IV. PROPOSAL PREPARATION & SUBMISSION

1. RFP Responses:

In order to be considered for selection, offerors must submit complete responses to this RFP. Three (3) original and one (1) electronic copy (on CD-ROM or via email) of the proposal must be submitted. No other distribution of the proposal shall be made by the offeror.

2. Proposal Preparation:

- a. Proposals shall be signed by an authorized representative of the contractor. Failure to submit all information requested may result in the Library of Virginia requiring prompt submissions of missing information and/or giving a lower evaluation of the proposal. Proposals that are substantially incomplete or lack key information may be rejected by the Library of Virginia. Mandatory requirements are those required by law or regulation or are such that they cannot be waived and are not subject to negotiation.
- b. Proposals should be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.
- c. Proposals should be organized in the order in which the requirements are presented in the RFP. All pages of the proposal should be numbered. Each paragraph in the proposal should reference the paragraph number of the corresponding section of the RFP. It is also helpful to cite the paragraph number, subletter, and repeat the text of the requirement as it appears in the RFP. If a response covers more than one page, the paragraph number and subletter should be repeated at the top of the next page. The proposal should contain a table of contents which cross-references the RFP

requirements. Information which the offeror desires to present that does not fall within any of the requirements of the RFP should be inserted at the appropriate place or be attached at the end of the proposal and designated as additional material. Proposals that are not organized in this manner risk elimination from consideration if the evaluators are unable to find where the RFP requirements are specifically addressed.

- d. The original copies of the proposal should be bound or contained in single volumes where practical. All documentation submitted with the proposal should be contained in that single volume.
- e. Ownership of all data, materials and documentation originated and prepared for the Library of Virginia pursuant to the RFP shall belong exclusively to the Library of Virginia and be subject to public inspection in accordance with the Virginia Freedom of Information Act. Trade secrets or proprietary information submitted by the firm shall not be subject to public disclosure under the Virginia Freedom of Information Act; however, the offeror must invoke the protection of Section 11-52D of the Code of Virginia, in writing, either before or at the time the data or material is submitted. The written notice must specifically identify the data or material to be protected and state the reasons why protection is necessary. The proprietary or trade secret material submitted must be identified by some distinct method such as highlighting or underlining and must indicate only the words, figures, or paragraphs that constitute trade secret or proprietary information. The classification of an entire proposal document, line item prices, and/or total proposal prices as proprietary or trade secrets is not acceptable and will result in rejection of the proposal.

3. Oral Presentation: Offerors who submit a proposal to this RFP may be required to give an oral presentation of their proposal. This provides an opportunity for the offeror to clarify or elaborate on the proposal. This is a fact finding and explanation session only and does not include negotiation. If demonstrations are required, the Library of Virginia will schedule time and location of these presentations. Oral presentations are an option and may not be conducted.

V. EVALUATION & AWARD CRITERIA

A. Evaluation Criteria: Proposals shall be evaluated using the following criteria:

POINT VALUE

20 Points	The scope and suitability of the work to be performed, capability and capacity to fully satisfy contract requirements, the manner in which these services are to be provided, approach to providing the service, and ability to meet schedules as represented by to the Service Requirements Deemed Important in Consideration of Contractor Selection portion of the RFP.
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- 20 Points Sound business environment with experience in providing library materials as outlined Offeror Data Sheet in this RFP including the number of years the offeror has been actively engaged in the business and favorable references from current accounts.
- 20 Points Small Business Subcontracting Plan
- 20 Points Discount as listed in the Pricing Offer Consideration, Discounts for Library and Staff Orders portion of this RFP. Offeror shall provide standard price lists of products to indicate base price from which discount is taken.
- 20 Points Past performance on similar types of contracts.
- 100 TOTAL

VI. GENERAL TERMS AND CONDITIONS:

- A. **VENDORS MANUAL:** This solicitation is subject to the provisions of the Commonwealth of Virginia *Vendors Manual* and any changes or revisions thereto, which are hereby incorporated into this contract in their entirety. The procedure for filing contractual claims is in section 7.19 of the *Vendors Manual*. A copy of the manual is normally available for review at the purchasing office and is accessible on the Internet at www.dgs.state.va.us/dps under "Manuals."
- B. **APPLICABLE LAWS AND COURTS:** This solicitation and any resulting contract shall be governed in all respects by the laws of the Commonwealth of Virginia and any litigation with respect thereto shall be brought in the courts of the Commonwealth. The agency and the contractor are encouraged to resolve any issues in controversy arising from the award of the contract or any contractual dispute using Alternative Dispute Resolution (ADR) procedures (*Code of Virginia*, § 2.2-4366). ADR procedures are described in Chapter 9 of the *Vendors Manual*. The contractor shall comply with all applicable federal, state and local laws, rules and regulations.
- C. **ANTI-DISCRIMINATION:** By submitting their proposals, offerors certify to the Commonwealth that they will conform to the provisions of the Federal Civil Rights Act of 1964, as amended, as well as the Virginia Fair Employment Contracting Act of 1975, as amended, where applicable, the Virginians With Disabilities Act, the Americans With Disabilities Act and § 2.2-4311 of the *Virginia Public Procurement Act (VPPA)*. If the award is made to a faith-based organization, the organization shall not discriminate against any recipient of goods, services, or disbursements made pursuant to the contract on the basis of the recipient's religion, religious belief, refusal to participate in a religious practice, or on the basis of race, age, color, gender or national origin and shall be subject to the same rules as other organizations that contract with public bodies to account for the use of the funds provided; however, if the faith-based organization segregates public funds into separate accounts, only the accounts and programs funded with public funds shall be subject to audit by the public body. (*Code of Virginia*, § 2.2-4343.1E).
1. During the performance of this contract, the contractor agrees as follows:
 - a. The contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, age, disability, or any other basis prohibited by state law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the contractor. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause.

- b. The contractor, in all solicitations or advertisements for employees placed by or on behalf of the contractor, will state that such contractor is an equal opportunity employer.
 - c. Notices, advertisements and solicitations placed in accordance with federal law, rule or regulation shall be deemed sufficient for the purpose of meeting these requirements.
2. The contractor will include the provisions of 1. above in every subcontract or purchase order over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.
- D. **ETHICS IN PUBLIC CONTRACTING**: By submitting their proposals, offerors certify that their proposals are made without collusion or fraud and that they have not offered or received any kickbacks or inducements from any other offeror, supplier, manufacturer or subcontractor in connection with their proposal, and that they have not conferred on any public employee having official responsibility for this procurement transaction any payment, loan, subscription, advance, deposit of money, services or anything of more than nominal value, present or promised, unless consideration of substantially equal or greater value was exchanged.
- E. **IMMIGRATION REFORM AND CONTROL ACT OF 1986**: By submitting their proposals, offerors certify that they do not and will not during the performance of this contract employ illegal alien workers or otherwise violate the provisions of the federal Immigration Reform and Control Act of 1986.
- F. **DEBARMENT STATUS**: By submitting their proposals, offerors certify that they are not currently debarred by the Commonwealth of Virginia from submitting bids or proposals on contracts for the type of goods and/or services covered by this solicitation, nor are they an agent of any person or entity that is currently so debarred.
- G. **ANTITRUST**: By entering into a contract, the contractor conveys, sells, assigns, and transfers to the Commonwealth of Virginia all rights, title and interest in and to all causes of action it may now have or hereafter acquire under the antitrust laws of the United States and the Commonwealth of Virginia, relating to the particular goods or services purchased or acquired by the Commonwealth of Virginia under said contract.
- H. **MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS FOR RFPs** : Failure to submit a proposal on the official state form provided for that purpose may be a cause for rejection of the proposal. Modification of or additions to the General Terms and Conditions of the solicitation may be cause for rejection of the proposal; however, the Commonwealth reserves the right to decide, on a case by case basis, in its sole discretion, whether to reject such a proposal.

I. **CLARIFICATION OF TERMS:** If any prospective offeror has questions about the specifications or other solicitation documents, the prospective offeror should contact the buyer whose name appears on the face of the solicitation no later than five working days before the due date. Any revisions to the solicitation will be made only by addendum issued by the buyer.

J. **PAYMENT:**

1. **To Prime Contractor:**

a. Invoices for items ordered, delivered and accepted shall be submitted by the contractor directly to the payment address shown on the purchase order/contract. All invoices shall show the state contract number and/or purchase order number; social security number (for individual contractors) or the federal employer identification number (for proprietorships, partnerships, and corporations).

b. Any payment terms requiring payment in less than 30 days will be regarded as requiring payment 30 days after invoice or delivery, whichever occurs last. This shall not affect offers of discounts for payment in less than 30 days, however.

Baker & Taylor's payment terms are Net 30 days from the date of invoice.

c. All goods or services provided under this contract or purchase order, that are to be paid for with public funds, shall be billed by the contractor at the contract price, regardless of which public agency is being billed.

d. The following shall be deemed to be the date of payment: the date of postmark in all cases where payment is made by mail, or the date of offset when offset proceedings have been instituted as authorized under the Virginia Debt Collection Act.

e. **Unreasonable Charges.** Under certain emergency procurements and for most time and material purchases, final job costs cannot be accurately determined at the time orders are placed. In such cases, contractors should be put on notice that final payment in full is contingent on a determination of reasonableness with respect to all invoiced charges. Charges which appear to be unreasonable will be researched and challenged, and that portion of the invoice held in abeyance until a settlement can be reached. Upon determining that invoiced charges are not reasonable, the Commonwealth shall promptly notify the contractor, in writing, as to those charges which it considers unreasonable and the basis for the determination. A contractor may not institute legal action unless a settlement cannot be reached within thirty (30) days of notification. The provisions of this section do not relieve an agency of its prompt payment obligations with respect to those charges which are not in

dispute (*Code of Virginia*, § 2.2-4363).

2. To Subcontractors:

a. A contractor awarded a contract under this solicitation is hereby obligated:

- (1) To pay the subcontractor(s) within seven (7) days of the contractor's receipt of payment from the Commonwealth for the proportionate share of the payment received for work performed by the subcontractor(s) under the contract; or
- (2) To notify the agency and the subcontractor(s), in writing, of the contractor's intention to withhold payment and the reason.

b. The contractor is obligated to pay the subcontractor(s) interest at the rate of one percent per month (unless otherwise provided under the terms of the contract) on all amounts owed by the contractor that remain unpaid seven (7) days following receipt of payment from the Commonwealth, except for amounts withheld as stated in (2) above. The date of mailing of any payment by U. S. Mail is deemed to be payment to the addressee. These provisions apply to each sub-tier contractor performing under the primary contract. A contractor's obligation to pay an interest charge to a subcontractor may not be construed to be an obligation of the Commonwealth.

3. Each prime contractor who wins an award in which provision of a SWAM procurement plan is a condition to the award, shall deliver to the contracting agency or institution, on or before request for final payment, evidence and certification of compliance (subject only to insubstantial shortfalls and to shortfalls arising from subcontractor default) with the SWAM procurement plan. Final payment under the contract in question may be withheld until such certification is delivered and, if necessary, confirmed by the agency or institution, or other appropriate penalties may be assessed in lieu of withholding such payment.

K. **PRECEDENCE OF TERMS:** The following General Terms and Conditions *VENDORS MANUAL*, APPLICABLE LAWS AND COURTS, ANTI-DISCRIMINATION, ETHICS IN PUBLIC CONTRACTING, IMMIGRATION REFORM AND CONTROL ACT OF 1986, DEBARMENT STATUS, ANTITRUST, MANDATORY USE OF STATE FORM AND TERMS AND CONDITIONS, CLARIFICATION OF TERMS, PAYMENT shall apply in all instances. In the event there is a conflict between any of the other General Terms and Conditions and any Special Terms and Conditions in this solicitation, the Special Terms and Conditions shall apply.

L. **QUALIFICATIONS OF OFFERORS:** The Commonwealth may make such reasonable investigations as deemed proper and necessary to determine the ability of the offeror to perform the services/furnish the goods and the offeror shall furnish to the Commonwealth all such information and data for this purpose as may be requested. The Commonwealth

reserves the right to inspect offeror's physical facilities prior to award to satisfy questions regarding the offeror's capabilities. The Commonwealth further reserves the right to reject any proposal if the evidence submitted by, or investigations of, such offeror fails to satisfy the Commonwealth that such offeror is properly qualified to carry out the obligations of the contract and to provide the services and/or furnish the goods contemplated therein.

- M. **TESTING AND INSPECTION**: The Commonwealth reserves the right to conduct any test/inspection it may deem advisable to assure goods and services conform to the specifications.
- N. **ASSIGNMENT OF CONTRACT**: A contract shall not be assignable by the contractor in whole or in part without the written consent of the Commonwealth.
- O. **CHANGES TO THE CONTRACT**: Changes can be made to the contract in any of the following ways:
1. The parties may agree in writing to modify the scope of the contract. An increase or decrease in the price of the contract resulting from such modification shall be agreed to by the parties as a part of their written agreement to modify the scope of the contract.
 2. The Purchasing Agency may order changes within the general scope of the contract at any time by written notice to the contractor. Changes within the scope of the contract include, but are not limited to, things such as services to be performed, the method of packing or shipment, and the place of delivery or installation. The contractor shall comply with the notice upon receipt. The contractor shall be compensated for any additional costs incurred as the result of such order and shall give the Purchasing Agency a credit for any savings. Said compensation shall be determined by one of the following methods:
 - a. By mutual agreement between the parties in writing; or
 - b. By agreeing upon a unit price or using a unit price set forth in the contract, if the work to be done can be expressed in units, and the contractor accounts for the number of units of work performed, subject to the Purchasing Agency's right to audit the contractor's records and/or to determine the correct number of units independently; or
 - c. By ordering the contractor to proceed with the work and keep a record of all costs incurred and savings realized. A markup for overhead and profit may be allowed if provided by the contract. The same markup shall be used for determining a decrease in price as the result of savings realized. The contractor shall present the Purchasing Agency with all vouchers and records of expenses incurred and savings realized. The Purchasing Agency shall have the right to audit the records of the contractor as

it deems necessary to determine costs or savings. Any claim for an adjustment in price under this provision must be asserted by written notice to the Purchasing Agency within thirty (30) days from the date of receipt of the written order from the Purchasing Agency. If the parties fail to agree on an amount of adjustment, the question of an increase or decrease in the contract price or time for performance shall be resolved in accordance with the procedures for resolving disputes provided by the Disputes Clause of this contract or, if there is none, in accordance with the disputes provisions of the Commonwealth of Virginia *Vendors Manual*. Neither the existence of a claim nor a dispute resolution process, litigation or any other provision of this contract shall excuse the contractor from promptly complying with the changes ordered by the Purchasing Agency or with the performance of the contract generally.

- P. **DEFAULT:** In case of failure to deliver goods or services in accordance with the contract terms and conditions, the Commonwealth, after due oral or written notice, may procure them from other sources and hold the contractor responsible for any resulting additional purchase and administrative costs. This remedy shall be in addition to any other remedies which the Commonwealth may have.

As a wholesaler, Baker & Taylor must rely on publishers to produce the products requested. We will make every effort to obtain the requested material within the desired time period. Should requested materials be, for any reason, unavailable to Baker & Taylor we will not be held liable for expenses incurred by member libraries to obtain this material from outside sources.

- Q. **TAXES:** Sales to the Commonwealth of Virginia are normally exempt from State sales tax. State sales and use tax certificates of exemption, Form ST-12, will be issued upon request. Deliveries against this contract shall usually be free of Federal excise and transportation taxes. The Commonwealth's excise tax exemption registration number is 54-73-0076K.

- R. **USE OF BRAND NAMES:** Unless otherwise provided in this solicitation, the name of a certain brand, make or manufacturer does not restrict offerors to the specific brand, make or manufacturer named, but conveys the general style, type, character, and quality of the article desired. Any article which the public body, in its sole discretion, determines to be the equal of that specified, considering quality, workmanship, economy of operation, and suitability for the purpose intended, shall be accepted. The offeror is responsible to clearly and specifically identify the product being offered and to provide sufficient descriptive literature, catalog cuts and technical detail to enable the Commonwealth to determine if the product offered meets the requirements of the solicitation. This is required even if offering the exact brand, make or manufacturer specified. Normally in competitive sealed bidding only the information furnished with the bid will be considered in the evaluation. Failure to furnish adequate data for evaluation purposes may result in declaring a bid nonresponsive. Unless

the offeror clearly indicates in its proposal that the product offered is an equal product, such proposal will be considered to offer the brand name product referenced in the solicitation.

- S. **TRANSPORTATION AND PACKAGING:** By submitting their proposals, all offerors certify and warrant that the price offered for FOB destination includes only the actual freight rate costs at the lowest and best rate and is based upon the actual weight of the goods to be shipped. Except as otherwise specified herein, standard commercial packaging, packing and shipping containers shall be used. All shipping containers shall be legibly marked or labeled on the outside with purchase order number, commodity description, and quantity.

Comply.

Packaging

All books will be packaged (packed and marked) in accordance with the best commercial practices.

Shipping Label

Baker & Taylor's enhanced shipping label includes the pack date, freight carrier, account number, B&T picklist number, carton number and individual carton weight. Each carton in a shipment is numbered, and the final carton also indicates total carton count (e.g. 1,2,3, and 4 of 4).

- T. **INSURANCE:** By signing and submitting a bid or proposal under this solicitation, the bidder or offeror certifies that if awarded the contract, it will have the following insurance coverage at the time the contract is awarded. For construction contracts, if any subcontractors are involved, the subcontractor will have workers' compensation insurance in accordance with §§ 2.2-4332 and 65.2-800 et seq. of the *Code of Virginia*. The bidder or offeror further certifies that the contractor and any subcontractors will maintain this insurance coverage during the entire term of the contract and that all insurance coverage will be provided by insurance companies authorized to sell insurance in Virginia by the Virginia State Corporation Commission.

MINIMUM INSURANCE COVERAGES AND LIMITS REQUIRED FOR MOST CONTRACTS:

1. Workers' Compensation - Statutory requirements and benefits. Coverage is compulsory for employers of three or more employees, to include the employer. Contractors who fail to notify the Commonwealth of increases in the number of employees that change their workers' compensation requirements under the *Code of Virginia* during the course of the contract shall be in noncompliance with the contract.
2. Employer's Liability - \$100,000.
3. Commercial General Liability - \$1,000,000 per occurrence. Commercial General Liability is to include bodily injury and property damage, personal injury and advertising injury, products and completed operations coverage. The Commonwealth of Virginia must be named as an additional insured and so endorsed on the policy.

- U. **ANNOUNCEMENT OF AWARD:** Upon the award or the announcement of the decision to award a contract as a result of this solicitation, the purchasing agency will publicly post such notice on the DGS/DPS eVA VBO (www.eva.virginia.gov) for minimum of 10 days.
- V. **DRUG-FREE WORKPLACE:** During the performance of this contract, the contractor agrees to
- (i) provide a drug-free workplace for the contractor's employees;
 - (ii) post in conspicuous places, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the contractor's workplace and specifying the actions that will be taken against employees for violations of such prohibition;
 - (iii) state in all solicitations or advertisements for employees placed by or on behalf of the contractor that the contractor maintains a drug-free workplace; and
 - (iv) include the provisions of the foregoing clauses in every subcontract or purchase order of over \$10,000, so that the provisions will be binding upon each subcontractor or vendor.

For the purposes of this section, "*drug-free workplace*" means a site for the performance of work done in connection with a specific contract awarded to a contractor, the employees of whom are prohibited from engaging in the unlawful manufacture, sale, distribution, dispensation, possession or use of any controlled substance or marijuana during the performance of the contract.

- W. **NONDISCRIMINATION OF CONTRACTORS:** A bidder, offeror, or contractor shall not be discriminated against in the solicitation or award of this contract because of race, religion, color, sex, national origin, age, disability, faith-based organizational status, any other basis prohibited by state law relating to discrimination in employment or because the bidder or offeror employs ex-offenders unless the state agency, department or institution has made a written determination that employing ex-offenders on the specific contract is not in its best interest. If the award of this contract is made to a faith-based organization and an individual, who applies for or receives goods, services, or disbursements provided pursuant to this contract objects to the religious character of the faith-based organization from which the individual receives or would receive the goods, services, or disbursements, the public body shall offer the individual, within a reasonable period of time after the date of his objection, access to equivalent goods, services, or disbursements from an alternative provider.
- X. **eVA Business-To-Government Vendor Registration:** The eVA Internet electronic procurement solution, website portal www.eVA.virginia.gov, streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement solution either through the eVA Basic Vendor Registration Service or eVA

Premium Vendor Registration Service. All bidders or offerors must register in eVA; failure to register will result in the bid/proposal being rejected.

Vendor transaction fees are determined by the date the original purchase order is issued and the current fees are as follows:

- a. For orders issued July 1, 2014, and after, the Vendor Transaction Fee is:
 - (i) DSBSD-certified Small Businesses: 1%, capped at \$500 per order.
 - (ii) Businesses that are not DSBSD-certified Small Businesses: 1%, capped at \$1,500 per order.
- b. Refer to Special Term and Condition "eVA Orders and Contracts" to identify the number of purchase orders that will be issued as a result of this solicitation/contract with the eVA transaction fee specified above assessed for each order.

For orders issued prior to July 1, 2014, the vendor transaction fees can be found at www.eVA.virginia.gov.

The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, typically within 60 days of the order issue date. Any adjustments (increases/decreases) will be handled through purchase order changes.

Baker & Taylor is a registered member of the eVA procurement system and will comply with this request.

- Y. **AVAILABILITY OF FUNDS:** It is understood and agreed between the parties herein that the agency shall be bound hereunder only to extent of the funds available or which may hereafter become available for the purpose of this agreement.
- Z. **SET-ASIDES:** This solicitation is set-aside for award priority to DSBSD-certified micro businesses or small businesses when designated as "Micro Business Set-Aside Award Priority" or "Small Business Set-Aside Award Priority" accordingly in the solicitation. DSBSD-certified micro businesses or small businesses also includes DSBSD-certified women-owned and minority-owned businesses when they have received the DSBSD small business certification. For purposes of award, bidders/offerors shall be deemed micro businesses or small businesses if and only if they are certified as such by DSBSD on the due date for receipt of bids/proposals.
- AA. **BID PRICE CURRENCY:** Unless stated otherwise in the solicitation, offerors shall state offer prices in US dollars.

VII. SPECIAL TERMS AND CONDITIONS

1. **ADVERTISING** In the event a contract is awarded for supplies, equipment, or services resulting from this bid/proposal, no indication of such sales or services to the Library of Virginia will be used in product literature or advertising. The contractor shall not state in any of its advertising or product literature that the Commonwealth of Virginia or any agency or institution of the Commonwealth has purchased or uses its products or services.
2. **AUDIT**: The contractor shall retain all books, records, and other documents relative to this contract for five (5) years after final payment, or until audited by the Commonwealth of Virginia, whichever is sooner. The agency, its authorized agents, and/or state auditors shall have full access to and the right to examine any of said materials during said period.
- B. **AWARD OF CONTRACT**: Selection shall be made to two or more offerors deemed to be fully qualified and best suited among those submitting proposals on the basis of the evaluation criteria included in the Request for Proposals, including price/discount, if so stated in the Request for Proposals. Negotiations shall be conducted with the offerors so selected. Price shall be considered, but need not be the sole determining factor. After negotiations have been conducted with each offeror so selected, the Library of Virginia shall select the offeror(s) which, in its opinion, has made the best proposals, and shall award the contract to those offeror(s). Multiple contracts may be awarded. The Library of Virginia may cancel this Request for Proposal or reject proposals at any time prior to an award, and is not required to furnish a statement of the reason a particular proposal was not deemed to be the most advantageous. (Section 2.2-4359D, Code of Virginia.). Should the Library of Virginia determine in writing and in its sole discretion that only one offeror is fully qualified, or that one offeror is clearly more highly qualified than the others under consideration, a contract may be negotiated and awarded to that offeror. The award document will be a contract incorporating by reference all the requirements, terms and conditions of the solicitation and the contractor's proposal as negotiated.
3. **ADDITIONAL USERS**: This procurement is being conducted on behalf of state agencies, institutions and other public bodies who may be added or deleted at any time during the period of the contract. The addition or deletion of authorized users not specifically named in the solicitation shall be made only by written contract modification issued by this agency or institution. Such modification shall name the specific agency added or deleted and the effective date. The contractor shall not honor an order citing the resulting contract unless the ordering entity has been added by written contract modification.

Baker & Taylor proposes to offer services to MALIA's Public Library and State Agency members. Upon award, Baker & Taylor will update these MALIA members within our system to reflect the terms and conditions outlined within this Request for Proposal. Please note, Baker & Taylor must be notified of any additions and/or deletions of membership.

4. **CANCELLATION OF CONTRACT:** The purchasing agency reserves the right to cancel and terminate any resulting contract, in part or in whole, without penalty, upon 60 days written notice to the contractor. In the event the initial contract period is for more than 12 months, the resulting contract may be terminated by either party, without penalty, after the initial 12 months of the contract period upon 60 days written notice to the other party. Any contract cancellation notice shall not relieve the contractor of the obligation to deliver and/or perform on all outstanding orders issued prior to the effective date of cancellation.
5. **SPECIAL EDUCATIONAL OR PROMOTIONAL DISCOUNTS:** The contractor shall extend any special educational or promotional sale prices or discounts immediately to the Commonwealth during the term of the contract. Such notice shall also advise the duration of the specific sale or discount price.
6. **IDENTIFICATION OF PROPOSAL ENVELOPE:** If a special envelope is not furnished, or if return in the special envelope is not possible, the signed bid/proposal should be returned in a separate envelope or package, sealed and identified as follows:

From: _____ **4:00 p.m. Est**

Name of Bidder/Offeror	Due Date	Time
_____	_____	
Street or Box Number	IFB No./RFP No.	
_____	_____	
City, State, Zip Code	IFB/RFP Title	

Name of Contract/Purchase Officer or Buyer _____

The envelope should be addressed as directed on Page 1 of the solicitation.

If a proposal not contained in the special envelope is mailed, the offeror takes the risk that the envelope, even if marked as described above, may be inadvertently opened and the information compromised which may cause the bid or proposal to be disqualified. Proposals may be hand delivered to the designated location in the office issuing the solicitation. No other correspondence or other proposals should be placed in the envelope.

7. **SMALL BUSINESS SUBCONTRACTING AND EVIDENCE OF COMPLIANCE:**

- A. It is the goal of the Commonwealth that 42% of its purchases be made from small businesses. This includes discretionary spending in prime contracts and subcontracts. All bidders/offerors are required to submit a Small Business Subcontracting Plan.

Unless the bidder/offeror is registered as a DSBSD-certified small business and where it is not practicable for any portion of the awarded contract to be subcontracted to other suppliers, the contractor is encouraged to offer such subcontracting opportunities to DSBSD-certified small businesses. This shall include DSBSD-certified women-owned and minority-owned businesses when they have received DSBSD small business certification. No bidder/offeror or subcontractor shall be considered a small business unless certified as such by the Department of Small Business and Supplier Diversity (DSBSD) by the due date for receipt of bids or proposals. If small business subcontractors are used, the prime contractor agrees to report the use of small business subcontractors by providing the purchasing office at a minimum the following information: name of small business with the DSBSD certification number, phone number, total dollar amount subcontracted, category type (small, women-owned, or minority-owned), and type of product/service provided.

- B. Each prime contractor who wins an award in which a small business subcontracting plan is a condition of the award, shall deliver to the contracting agency or institution on a (insert monthly, quarterly, or other frequency)___ basis, evidence of compliance (subject only to insubstantial shortfalls and to shortfalls arising from subcontractor default) with the small business subcontracting plan. Upon completion of the contract, the contractor agrees to furnish the purchasing office at a minimum the following information: name of firm with the DSBSD certification number, phone number, total dollar amount subcontracted, category type (small, women-owned, or minority-owned), and type of product or service provided. Payment(s) may be withheld until compliance with the plan is received and confirmed by the agency or institution. The agency or institution reserves the right to pursue other appropriate remedies for non-compliance to include, but not be limited to, termination for default.
- C. Each prime contractor who wins an award valued over \$200,000 shall deliver to the contracting agency or institution on a ___ (insert monthly, quarterly, or other frequency) __ basis, information on use of subcontractors that are not DSBSD-certified small businesses. Upon completion of the contract, the contractor agrees to furnish the purchasing office at a minimum the following information: name of firm, phone number, total dollar amount subcontracted, and type of product or service provided.

- 8. **REFERENCES:** Bidders shall provide a list of at least 3 references where similar goods and/or services have been provided. Each reference shall include the name of the organization, the complete mailing address, the name of the contact person and telephone number.

	<u>ORGANIZATION</u>	<u>ADDRESS</u>	<u>CONTACT PERSON / TELEPHONE</u>
1.	Virginia Beach Public Library	4100 Virginia Beach Blvd. Virginia Beach, VA 23452	Booker Bates (757)385-0161

- | | | | |
|----|--|--|--|
| 2. | New Hanover County Library | 201 Chestnut Street
Wilmington, NC 28401 | Margaret Mills
(910)798-6361 |
| 3. | Central Rappahannock
Regional Library | 1201 Caroline Street
Fredericksburg, VA 22401 | Janice Black
(540) 834-0623 ext 222 |

9. **RENEWAL OF CONTRACT:** This contract may be renewed by the Commonwealth upon written agreement of both parties for two (2) successive one year periods, under the terms of the current contract, and at a reasonable time (approximately 90 days) prior to the expiration.

10. **eVA Business-To-Government Contracts and Orders:** The eVA Internet electronic procurement solution, web site portal www.eVA.virginia.gov, streamlines and automates government purchasing activities in the Commonwealth. The eVA portal is the gateway for vendors to conduct business with state agencies and public bodies. All vendors desiring to provide goods and/or services to the Commonwealth shall participate in the eVA Internet e-procurement solution by completing the free eVA Vendor Registration. All bidders or offerors must register in eVA and pay the Vendor Transaction Fees specified below; failure to register will result in the bid/proposal being rejected.

Vendor transaction fees are determined by the date the original purchase order is issued and the current fees are as follows:

- a. For orders issued July 1, 2014, and after, the Vendor Transaction Fee is:
 - (i) DSBSD-certified Small Businesses: 1%, capped at \$500 per order.
 - (ii) Businesses that are not DSBSD-certified Small Businesses: 1%, capped at \$1,500 per order.
- b. Refer to Special Term and Condition "eVA Orders and Contracts" to identify the number of purchase orders that will be issued as a result of this solicitation/contract with the eVA transaction fee specified above assessed for each order.

For orders issued prior to July 1, 2014, the vendor transaction fees can be found at www.eVA.virginia.gov.

The specified vendor transaction fee will be invoiced, by the Commonwealth of Virginia Department of General Services, typically within 60 days of the order issue date. Any adjustments (increases/decreases) will be handled through purchase order changes.

L. **STATE CORPORATION COMMISSION IDENTIFICATION NUMBER:** Pursuant to Code of Virginia 2.2-4311.2 subsection B, a bidder or offeror organized or authorized to transact business in the Commonwealth pursuant to Title 13.1 or Title 50 is required to include in its bid or proposal the identification number issued to it by the State Corporation

Commission (SCC). Any bidder or offeror that is not required to be authorized to transact business in the Commonwealth as a foreign business entity under Title 13.1 or Title 50 or as otherwise required by law is required to include in its bid or proposal a statement describing why the bidder or offeror is not required to be so authorized. Indicate the above information on the SCC Form provided. Contractor agrees that the process by which compliance with Titles 13.1 and 50 is checked during the solicitation stage (including without limitation the SCC Form provided) is streamlined and not definitive, and the Commonwealth's use and acceptance of such form, or its acceptance of Contractor's statement describing why the bidder or offeror was not legally required to be authorized to transact business in the Commonwealth, shall not be conclusive of the issue and shall not be relied upon by the Contractor as demonstrating compliance.

**RFP
REQUEST FOR PROPOSAL
Title: Library Materials
Mid-Atlantic Library Alliance, MALiA**

ATTACHMENT A

Offeror Data Sheet

QUALIFICATIONS OF THE OFFEROR: Offerors shall return a completed copy of this attachment with their proposals. Offerors shall exhibit sound business environment with experience in providing library materials, capability and capacity in all respects to fully satisfy the contractual requirements, including the number of years the offeror has been actively engaged in the business and favorable references from current accounts. To adequately evaluate proposals, MALiA requires the following information of all offerors.

4. YEARS IN BUSINESS: Indicate the length of time the contractor has been in business providing these types of goods and services. Years 188 Months since
5. REFERENCES: Offerors shall provide a list of 3 references where similar goods and/or services have been provided. Each reference shall include the name of the organization, the complete mailing address, the name of the contact person, telephone number and email address.

	<u>ORGANIZATION</u>	<u>ADDRESS</u>	<u>CONTACT PERSON / TELEPHONE</u>
2.1.	Virginia Beach Public Library	4100 Virginia Beach Blvd. Virginia Beach, VA 23452	Booker Bates (757) 385-0161
2.2.	New Hanover County Library	201 Chestnut Street Wilmington, NC 28401	Margaret Mills (910) 798-6361
2.3.	Central Rappahannock Regional Library	1201 Caroline Street Fredericksburg, VA 22401	Janice Black (540) 834-0623 ext 222

6. CONTRACT ADMINISTRATION: List full names and addresses of the contractor and any branch offices that may be responsible for administering the contract.

6.1. Contractor:

Name: Baker & Taylor, LLC

Address: 2550 West Tyvola Rd., Ste. 300 City: Charlotte State: NC Zip: 28217

6.2. Person to contact re proposal:

Name: Lee Ann Queen, Director -- Pricing Services

Telephone: (800) 775-7930 ext 3245 Fax: (704) 998-3260 E-Mail: bids@baker-taylor.com

6.3. Person to contact re changes during the life of the contract:

Name: Angela Scott – Pricing Services

Address: 2550 West Tyvola Rd., Ste 300 City: Charlotte State: NC Zip: 28217

Telephone: (800) 775-7930 ext 3206 Fax: (704) 998-3260 E-Mail: angela.scott@baker-taylor.com

7. Customer Service:

7.1. Contractor must have a sales representative for states served by Malia
(Virginia, Tennessee, and North Carolina)

Public Library / State Agency

North Carolina / Virginia / West Virginia

Name: Jerry Bryan, Sales Consultant – Public Libraries

Address: 2550 West Tyvola Rd., Ste 300 City: Charlotte State: NC Zip: 28217

Telephone: (800) 775-7930 ext 1230 Fax: (704) 998-3260 E-Mail: jerry.bryan@baker-taylor.com

Alabama / Tennessee

Name: Jill Blades, Sales Consultant – Public Libraries

Address: 2550 West Tyvola Rd., Ste 300 City: Charlotte State: NC Zip: 28217

Telephone: (800) 775-7930 ext 1350 Fax: (704) 998-3260 E-Mail: jill.blades@baker-taylor.com

Kentucky

Name: Joan Stubbs, Sales Consultant – Public Libraries

Address: 2550 West Tyvola Rd., Ste 300 City: Charlotte State: NC Zip: 28217

Telephone: (800) 775-7930 ext 1900 Fax: (704) 998-3260 E-Mail: joan.stubbs@baker-taylor.com

Florida

Name: Fred Harvey, Sales Consultant – Public Libraries

Address: 2550 West Tyvola Rd., Ste 300 City: Charlotte State: NC Zip: 28217

Telephone: (800) 775-7930 ext 1410 Fax: (704) 998-3260 E-Mail: fred.harvey@baker-taylor.com

7.2. Contractor must provide toll-free customer service telephone number and/or E-Mail, and an account representative must be assigned to the library to respond to problems (e.g., with orders, claims, renewals, invoices, credits) and provide management reports and data.

Public Library / State Agency

Virginia

Telephone: (800) 775-1200 ext 2745 E-Mail: michelle.lipscomb@baker-taylor.com -- Michelle Lipscomb

North Carolina / West Virginia

Telephone: (800) 775-1200 ext 2212 E-Mail: carol.lemasters@baker-taylor.com -- Carol LeMasters

Tennessee

Telephone: (800) 775-1200 ext 2281 E-Mail: andrea.turner@baker-taylor.com -- Andrea Turner

Kentucky

Telephone: (800) 775-1200 ext 2764 E-Mail: kim.waldrop@baker-taylor.com -- Kim Waldrop

Florida

Telephone: (800) 775-1200 ext 2264 E-Mail: cretia.fitzpatrick@baker-taylor.com -- Cretia Fitzpatrick

Alabama

Telephone: (800) 775-1200 ext 2434 E-Mail: delilah.waldrop@baker-taylor.com -- Delilah Waldrop

8. EXPERIENCE:

In the space provided, give a description of the offeror's related work experiences that would demonstrate the offeror's ability to fulfill the contract. Include the extent to which your company is actively engaged in supplying, to libraries, materials of the type listed in this RFP.

We are a leading supplier to over 100,000 customers worldwide, consisting of domestic and international public libraries, government institutions, bookstores and Internet retailers, with annual sales of more than \$1.7 billion. Baker & Taylor offers experience and expertise in the distribution of books, e-books, entertainment products and related technical and physical processing services through a variety of programs such as firm order, continuation services, and customized library services. We serve as a vital link in the publishing industry; Baker & Taylor's expertise in the provision of services and materials is built upon its relationships with more than 75,000 publishers/producers and imprints, supporting an inventory of 18 million units.

We have worked with members of the MALIA Cooperative for over 24 years and we presently serve as an awarded vendor of the current agreement.

9. COMPANY STABILITY:

6.1 Describe your company's financial stability, available equipment, and other resources that will ensure the delivery of acceptable services to MALIA.

Baker & Taylor is one of the world's largest distributors of books, audiovisual materials, and related services. With a workforce of over 2,000 employees, Baker & Taylor has the largest staff of professionals in the industry. Baker & Taylor will save MALIA members time and money by providing a single source for a wide range of ordering choices. We offer a wide array of value-added services to our Library customers.

These services include flexible cataloging, processing, and collection development services.

Baker & Taylor is proud of its longstanding affiliation with MALIA, having serviced the members for more than 24 years. We offer local sales representation and Customer Service representatives available to assist with any account issues.

General Company Information

Baker & Taylor is headquartered in Charlotte, North Carolina and operates distribution, technical support, and sales centers worldwide. Our Charlotte location maintains all sales administration, customized library services, human resources and financial operations. Book and Audiovisual distribution centers are strategically located in Illinois, New Jersey, Nevada and Georgia.

For a banking reference, MALIA may contact:

Bank of America, N.A.
Atlanta Plaza Building
600 Peachtree Street, NE
Atlanta, GA 30308-2265
Linda Thrash
Telephone: (404) 607-5388
Fax: (404) 607-5482
DUNS Number: 78-772-4772

- 62 Explain how that your company is a prime jobber dealing directly with publishers. Include a list of the publishers/distributors represented. (If that list is too long, list the publishers/distributors NOT represented and indicate that you have chosen this option.)

A force in the book and media communities, Baker & Taylor has established relationships with over 75,000 publishers and producers, 25,000 from which we order materials on a regular basis. Baker & Taylor is continually expanding the number of publishers and producers from which we purchase materials. We add, on average, 300 new publisher/producers a month, including major trade, university press, independent press, foreign language press, specialty publishers, and high demand, non-print producers. Our aggressive pursuit of the materials libraries need is best emphasized by our "open list" approach to new publishers and to publishers for which we have noticed an increase in demand. Per your request, please see the enclosed Publishers Not Supplied list, included as Exhibit I.

RFP
REQUEST FOR PROPOSAL
Title: Library Materials
Mid-Atlantic Library Alliance, MALiA ATTACHMENT B

Service Requirements Deemed Important in Consideration of Contractor Selection

Offerors shall return a completed copy of this attachment with their proposals, indicating how they will meet each requirement in regard to the scope and suitability of the work to be performed, capability and capacity to fully satisfy contract requirements, the manner in which these services are to be provided, approach to providing the service, and ability to meet schedules. The following section is an itemized checklist of the service requirements to be considered. In the **space provided**, describe the services that will be performed by the contractor. Additional documents may be attached **only** if necessary.

LOT 1 – BOOKS

1.1 Approximate number of publishers/distributors you can supply (by category):

Books: 75,000+ publishers and imprints

1.2. Approximate number of titles you currently supply:

Books: 4.9 million

1.3. Types of materials you can supply (check all that apply):

<input checked="" type="checkbox"/> Fiction	<input checked="" type="checkbox"/> Backlist
<input checked="" type="checkbox"/> Nonfiction	<input checked="" type="checkbox"/> Out-of-Print (<i>print on demand as available</i>)
<input checked="" type="checkbox"/> Reference	<input checked="" type="checkbox"/> Continuations
<input checked="" type="checkbox"/> Current/Popular	

1.4 Types of audience you can supply

<input checked="" type="checkbox"/> Children
<input checked="" type="checkbox"/> Young Adult
<input checked="" type="checkbox"/> Adult

LOT 2- Audio/Visual

2.1 Approximate number of publishers/distributors you can supply (by category):

Audio-Spoken Word:	<u>75,000</u>
Audio-Music:	<u>800</u>
DVD-Blu-ray:	<u>1,800</u>

2.2. Approximate number of titles you currently supply:

Audio-Spoken Word: 148,000
Audio-Music: 56,000
DVD-Blu-ray: 48,000

2.3. Types of materials you can supply (check all that apply):

X Audio- Music/Spoken Word

2.3.1 X Cassette Tapes (*spoken word audio only*)
X Compact Discs

A) X Classical
B) X Popular
C) X Spoken Word

X Video

2.3.2 No Bid VHS
X DVD
X Blu-Ray

A) X Educational
B) X Feature/Entertainment
C) X Foreign
D) X Instructional

2.4 Types of audience you can supply

X Children
X Young Adult
X Adult

LOT 3 – SOFTWARE - NO BID

3.1 Approximate number of publishers/distributors you can supply (by category):

No bid

3.2: Approximate number of titles you currently supply:

No bid

3.3. Types of materials you can supply (check all that apply):

 Library
 Business

- Home
- Educational
- Games

3.4 Types of audience you can supply

- Children
- Young Adult
- Adult

LOT 4 – E- BOOKS

4.1 Approximate number of publishers/distributors you can supply (by category):

Baker & Taylor's Axis 360 digital content service currently offers eBooks for more than 500 publisher imprints, and 200 eAudiobook suppliers.

4.2. Approximate number of titles you currently supply:

1,300,000+ (1.2 million eBooks and 100,000 eAudiobooks)

4.3. Types of materials you can supply (check all that apply):

- | | |
|---|---|
| <input checked="" type="checkbox"/> Fiction | <input checked="" type="checkbox"/> Backlist |
| <input checked="" type="checkbox"/> Nonfiction | <input type="checkbox"/> Out-of-Print |
| <input checked="" type="checkbox"/> Reference | <input checked="" type="checkbox"/> Continuations |
| <input checked="" type="checkbox"/> Current/Popular | |

4.4 Types of audience you can supply

- Children
- Young Adult
- Adult

4.5 Are you able to provide integrated search and access to full text on the same platform and user interface for both eBooks and databases?

Axis 360 provides content hosting and circulation for eBooks and eAudiobooks in one integrated service. All titles are discoverable and accessible via the library's Axis 360 website, via the Axis 360 apps and from the library's OPAC. API integration with library automation systems provides for seamless discovery, checkout and reading.

4.6 Are your eBooks maintained on a third party dark archive, from which they could be made accessible in the event your platform ceases to exist?

Digital materials licensed for use in Axis 360 are transferrable to other hosting platforms with publisher permissions, if the library chooses to work with another vendor or if B&T is no longer able to

provide ongoing access to the service.

- 4.7 For purchased eBooks, are there limits to the number of times per year any given title can be accessed or loaned?

Almost all content licensed for use on Axis 360 is available in perpetuity. There are a few publishers that impose usage limits on content licenses and all content aggregators are obliged to enforce these usage limits. The publishers with license limits are:

HarperCollins	License must be renewed after 26 loans.
Macmillan	All titles are available for two-years or 52 loans (whichever comes first).
Simon & Schuster	A one-year expiration date on ebooks licensed to libraries.

- 4.8 Do you offer eBook download (download of entire eBooks)?

Yes. Axis 360 eBooks and eAudiobooks can be downloaded to the Axis 360 apps. eBooks can also be accessed and read in a web browser, for users that do not want to download to their device.

- 4.8a Is there additional cost to enable download?

No cost for content downloads.

- 4.8b Is the checkout period configurable by the library? To what extent?

Yes, the library may set the circulation period to any number of days. Users can return books early or renew items prior to expiration if there are no other users in the holds queue for that title.

- 4.8c Is maximum simultaneous checkouts per user configurable?

Yes. The library sets the number of simultaneous checkouts allowed per user.

- 4.8d Do you offer holds functionality?

Yes. Holds queue and copy availability notifications to users are managed within the Axis 360 service. The Axis 360 Administrative Dashboard also allows the library to set holds ratio notifications to receive alerts when holds on a title exceed that ratio.

- 4.9 For purchased eBooks, what concurrent user options do you offer? If multiple, please specify number of concurrent users.

Some publishers offer simultaneous use models and generally allow for unlimited concurrent use per library location.

General questions pertaining to all formats.

1. Are you the sole source of any material offered?

Yes X No ___

If yes, describe: *Baker & Taylor is the sole source for the Title Source family of products. Please see attached letter, pages 34-35, for information regarding Title Source.*

B&T is sole-source provider for the Axis 360.

2. Do you supply country of foreign publishers?

Yes X No ___

If yes, describe: *Baker & Taylor can provide any book available through normal U.S. wholesale channels.*

We currently provide e-book content in English, Spanish, and French with other languages being added.

3. Provide evidence that demonstrates that your company maintains sufficient inventory to supply up to 10 copies of most titles without backordering.

Baker & Taylor's national inventory is over 18 million book volumes. Our Buying team works with publishers to assure that highly anticipated titles are received at Baker & Taylor well in advance of street date.

4. Describe how data about publishers/producers/distributors, titles, and availability are made available to customers.

Baker & Taylor provides regular updates on the availability of materials. We provide extensive pre-publication announcement information to our Library customers through a variety of targeted catalogs that highlight recommended titles for individual needs.

Book Publications:

The following publications are available free of charge to Baker & Taylor customers. These catalogs are available electronically via our website www.baker-taylor.com and in cart format in Title Source 360. From the top horizontal bar, select "Libraries"; then "Public Libraries". From the left side bar, select "Publications".

Forecast

Our most extensive publication, Forecast is a monthly magazine promoting soon to be published hard cover, paperback, and spoken word audio titles. Forecast speaks to librarians about future bestsellers and noteworthy mid list titles so they can make well informed buying decisions. Features include monthly subject collections as well as publicity news on upcoming author tours, media tie-ins, and serial and book club rights.

CATS Series

CATS Series features the newest and most popular continuing series for public libraries, including picture books, easy-to-read, juvenile fiction and nonfiction, graphic novels/ Manga/ comic strip books, teen fiction and nonfiction, and Spanish/bilingual titles. New titles are shipped to you automatically upon publication when you request the series appropriate for your children's and teen collections.

Graphic Novels

Graphic Novels is the Baker & Taylor catalog dedicated to graphic novels, one of the fastest growing genres in books.

Graphic Novels, a full-color publication, offers many pages of title lists and insight into the unique "language" of this specialty category. Sections include:

- Graphic Novels Top 25 Bestsellers
- Graphic Novels Front List (New Titles)
- Graphic Novels Core Lists - Series & Manga Titles, Stand Alone Titles and Drawing Techniques Titles
- Exclusive Interviews with Authors and Illustrators
- Award-winning Titles (including Eisner Awards and Harvey Awards)

Graphic Novels is published quarterly.

Growing Minds

This publication is a comprehensive guide to Baker & Taylor's juvenile selections featuring titles appropriate for all interest levels from toddlers through young adults. Published ten times a year, each issue of Growing Minds contains special theme collections that cover a variety of subjects of interest.

Please note the June and July issues are combined, as are the November and December issues.

Contents of Growing Minds include:

- Board Books
- Babies & Toddlers
- Preschool
- Picture Books
- Early Readers
- Middle Readers
- Young Adult
- Featured Series
- Selected Series
- Graphic Novels Series

Scope

Scope is Baker & Taylor's catalog of recently released and best-selling hardcover and paperback titles covering the science, technical, medical and academic genres. It is published three times a year.

Contents of Scope include:

- New Releases by Category
- Best Sellers: Academic Library
- Best Sellers: Public Library

Spirit

Spirit is Baker & Taylor's quarterly preview of notable religious, inspirational, motivational and spiritual titles. In these trying times, these titles will always be popular with your patrons.

Featuring more than 200 fiction and nonfiction titles, Spirit promotes both book and spoken-word audio editions. This publication also provides annotated title listings for topics that range from world religion and family relationships to scripture and home lifestyle, from spiritual healing to dealing with grief. These are books and audio books for today's confusing and challenging times.

Contents of Spirit include:

- Adult Books
- Children's Books
- Audio Books

The Alert

The Alert is your complete monthly media reference source for information on DVD and music titles. The publication features annotations, title collections, retrospectives and much more.

The Alert is available in Selection List format for direct, online ordering for customers. Simply login to Title Source.

Contents include:

- Coming Attractions
- New Releases
- Foreign Films
- Anime
- Family and Children's Titles
- Instructional and Educational Titles
- Video Espanol
- Music Audio
- Musica Espanol
- Bestsellers

Continuation Services Publications:

The Navigator

Quarterly publication of forthcoming titles, Free of Charge. The Core List, published each spring, contains more than 1,500 titles covering a variety of subject areas, including: Business, Travel & Tourism, Bibliographies, Computer Technology, Economics, Education, Occupations & Careers, and much more. Libraries of all types can rely on this authoritative list to build or enhance their standing order collection. Each Core List entry includes series ID, title, publisher, last title published, last date published, list price, frequency and special

notes. Additional information, such as subtitle, title changes, or other pertinent data can be found in the "notes" column for selected entries. Other specialty subjects such as Travel or Occupations/Careers are highlighted in other issues of The Navigator throughout the year.

Electronic Lists:

E-Lists

Baker & Taylor's E-lists are electronic selection lists covering popular genres, industry current events, and titles in high demand. Designed with your needs in mind, these lists will not only save you valuable research time, but, combined with our convenient and integrated Internet ordering feature, you can receive product faster than ever.

Selection List Services

Popular title and topic lists, created by our Collection Development staff, are available for your access, on-line and in cart format via our Title Source website. These lists are part of our Selection List Services.

OnLine Selection Lists (Free of Charge)

Baker & Taylor's on-line selection lists are developed by our professional staff to help save you time and effort in searching for titles of interest. Utilizing Title Source, you can browse our comprehensive list of Title Lists, developed exclusively for you.

Lists are organized into useful categories of similar lists, helping you easily browse the topics that interest you and your patrons.

- Academia
- Adult Fiction and Non-Fiction
- Children's Fiction and Non-Fiction
- Spanish Language Fiction and Non-Fiction
- Spoken Word Audio
- Music and Video
- Computer Titles
- Scientific, Technical, and Medical
- University Press
- UK Adult Titles
- Audio & Video Bestsellers
- Audio & Video New Releases
- Book Leasing (prepublication list of new releases)
- Booking Ahead
- Children's & Teen (CATS)
- Critic's Choice (award winners)
- Critic's Picks (book clubs, reviews)
- Curriculum Support
- Fast Facts
- Librarian Selections
- Monthly Stars
- Spanish & Hispanic Titles
- State Book Awards

Music Lists (Free of Charge)

Electronic title lists are available in Title Source selection cart lists:

- Grammy Award Winners
- Best of Downbeat Magazine

Focus on Music (Free of Charge)

Including Bestseller Lists of Jazz, Blues, Christian, Classical, Country, Latin, Rap/Hip-Hop, and Soundtracks (updated monthly)

Top 200 Albums

This is a list of best selling new and reissued Top 200 CDs that is updated monthly. The list contains only one version of a particular title on CD although there might be others available.

Rolling Stone's Top 500 Greatest Albums of All Time

The Core List for Libraries

The Core List is a list of over 800 popular CD titles that Baker & Taylor guarantees to be in stock at all times. This list is compiled by our music department and is a good resource for determining the most popular, must-have CD titles for stocking your library's music collection. The Core List is available on-line in a PDF version or EXCEL version.

ChartToppers (First Look Cart) (Free of Charge)

First Look services are available exclusively for the use of our Title Source subscribers.

ChartToppers provides a consolidated monthly overview of weekly music chart listings, based upon individual CD sales volume, within various genres. Monthly listings provide updates to each genre's existing base list of titles, showcasing the new titles just moving in to the bestseller top slots.

DVD Lists (Free of Charge)

Popular title/selection lists are available as Title Source carts; our e-lists and First Look Lists provide new release information for DVD product. Some examples of our lists are:

Award Winners

Academy Awards, Sundance awards, and American Film Institute recommendations for Top 100, Top Comedies, Top Passions, and Top Thrillers of all time!

New Release, by Genre

Search our lists for the latest releases in Action/Adventure, Comedy, Documentary, Drama, Family, Foreign, Health & Fitness, Horror, Music Video, Mystery, Performing Arts, Science Fiction, Television, Top Sellers, and Westerns

Current Topic

Additionally, we offer specialty, topical lists of current interest, such as films of Robin Williams, the Hunger Games

series, works of Emmy nominees, and Children's "Book to Film" releases.

5. Do you offer an electronic system for placing orders and performing related services?

Yes X No _____

If yes, describe costs and what equipment, etc., is needed by MALIA libraries to participate.

Please see *Exhibit E* for complete details on standard ordering methods and *Exhibit F* for additional information regarding our Continuation Services ordering website, *Compass*.

We are pleased to offer access to our Title Source site (described below) free of charge to participating members. This includes an administrative id and up to 4 user positions, as required.

Title Source (interactive selection and ordering tool)

Baker & Taylor's Title Source is the most extensive database of bibliographic acquisitions information for U.S. publications. This database includes book, e-book, spoken word audio, DVD, and music CD titles. The database may be searched by keyword, title, author, ISBN, Dewey or LC classification, Library subjects or series product. Searches may be further narrowed by considering binding, language, stock status, publication date, audience, rating (DVD product), and customer demand. Each record gives current print status (i.e. Not-Yet-Published, Out-of-Print), in-stock availability, review citations, and latest list price. Title information is updated daily.

Our proprietary database contains detailed, comprehensive, up-to-date information on over 8 million book titles, 265,000 video titles, and 723,000 music titles. In addition, it contains over

4.1 million annotations

4.8 million book covers in full color

Title detail is available in expanded record view. Available information may include: ISBN/UPC/LCCN, Publisher/Producer, Edition/Volume, Audience, Publication Status, Publication Date, Street Date, Dewey, Inventory Status, Demand, Series, Merchandise Category, Language, Approval ID, Pre-Order Date, Physical Format, Number of Pages, product dimensions (height, length, depth, weight), First Receipt Date, Initial Print Run, Advertising Budget, Library Subjects, General Subjects, Academic Subjects, BISAC Subjects, Lexile Scale, Accelerated Reader Information, and Reading Counts Information.

Users may create and transfer multiple carts under the same administrative umbrella. Additionally, duplicate checking by ISBN is available within and across carts and across user ids.

Orders may be placed directly from *Title Source* or brief MARC records, derived from titles captured in carts, may be uploaded to the Library's ILS as acquisition level records. Electronic order confirmation (Confirmed/Bäckordered/Cancelled) is provided for either order method.

B&T systems support electronic ordering, acknowledgement, and invoicing with ILS systems, depending upon the capabilities of the ILS.

Compass (Continuation Services)

Our web-based product, *Compass*, enables libraries to access the Continuations (Standing Order) program on the Internet! Using *Compass*, librarians can reduce time consuming phone calls and paperwork by modifying profiles, creating bibliographic searches, submitting claims, and developing management reports on-line, 24-hours a day. The benefits of this system include:

- View/modify your CS profile on-line. Subscribers can make title changes, add series, or review pending shipments at their convenience.
- Access to Enriched Series/title database containing over 250,000+ series titles. Search options include: ISBN, title, publisher, author, editor, subject categories, and more.
- On-line claims and new series request service—Now, claiming a specific issue or requesting new series is only a mouse-click away. Our program specialists will constantly monitor submitted claims and provide daily updates, so subscribers can make informed decisions.

Compass provides all available issues within a specific series - now the Library can complete incomplete sets, find missing back issues, or order extra copies of a popular series with just a few keystrokes.

Compass has been designed to be quick and easy-to-use. Baker & Taylor has not employed any complex graphics, which can delay download time. The "point and click" interface means that information is never more than a text box away, with no complex commands to remember or difficult menus to navigate. The entire library staff will be able to use *Compass* without the need for time-consuming training sessions or complicated user manuals. Please contact your Continuations Services Customer Service Representative at (800) 775-3600 for additional information.

6. Do you support online order transfer from the local library's acquisition system?

Yes X No

Cross out the items not covered: adult trade hardcover, quality paperbacks, mass-market paperbacks, pre-bound paperbacks; juvenile trade hardcover, publishers' library bindings, pre-bound* books; university press trade and non-trade; serial book continuations; reference works; audio (spoken word), audio (music), video, software, CD-ROM.

*Items not covered are: prebound books (hardcover prebinding), software, and CD-ROM.

If yes, what equipment, etc., is needed by libraries to participate?

Baker & Taylor has expanded the available interfaces and file formats that can be used to place electronic orders. There are more options than ever from which customers may choose to interact with their purchasing and/or acquisitions sub-systems. We are committed to expanding these offerings even more to make Baker & Taylor the most accessible vendor for electronic ordering, no matter what methodology you prefer. Please see Exhibit G, which lists Baker & Taylor's current compatibility with various systems or interfaces.

7. Do you require a minimum order requirement including, rush orders?

Yes ___ No X

If yes, describe: *N/A*

8. Do you accept telephone-ordering and/or E-mail for rush orders?

Yes X No ___

If yes, describe: *Please contact your Customer Service Representative for assistance with any rush orders. Please see Exhibit E for details.*

9. Do you assess a service charge for any item ordered on behalf of the library?

Yes X No ___

If yes, how is charge calculated and on what items?

Please see Exhibit C, "Baker & Taylor's Enhanced Services Program", which describes in detail the valuable service that will save time and money when procuring titles from small and hard-to-find publishers. By utilizing Baker & Taylor's vast publisher and title database, the libraries can purchase a wide variety of low demand and small print run titles from associations and limited edition, prepayment, and non-returnable publishers. Please note, titles supplied from small, non-commercial publishers which require prepayment or where Baker & Taylor receives no discount from the publisher will be invoiced at list price plus \$4.95/unit service charge. Titles offered through this program may be blocked from order upon request.

10. Do you offer continuation service for serial books?

Yes X No ___

If yes, describe how you accomplish the goal of providing additional titles in a series and any limit on the service.

Baker & Taylor has serviced over 6,000 libraries worldwide with our Continuation Services program for over 51 years. Our Continuation Services program will offer the Libraries a database covering 40,000+

series representing in excess of 250,000 titles. These include numbered and unnumbered monographic series, proceedings, non-subscription serials, sets in progress, selected U.S. government documents, and publications of the United Nation, and other international agencies, as distributed in the U.S.

Baker & Taylor's Continuation Services program features Compass, a web-based product, which will enable the members of MALIA to access the Continuation Services program on the Internet. Please see page 35, for more information on Compass. Please also see Exhibit F.

11. Do you offer leasing programs for books, audiobooks (CD or cassettes), music CDs, or video recordings (DVD or VHS)?

Yes No

If yes, describe the services offered.

Terms for the lease plans below are available for the opening of new lease accounts or upon plan renewal for any existing accounts.

Book Leasing

Baker & Taylor's Book Leasing Program provides libraries with an efficient and economical method for maintaining an inventory of the most current, high demand, hardcover titles. Our lease program is clean and simple and is focused on the titles that truly generate higher circulation numbers and satisfy patron demand. We have eliminated the tedious review of management reports and simplified returns tracking via our Quick Returns service.

Baker & Taylor's monthly selection lists provide the most up-to-date information regarding forthcoming titles two to three months prior to publication. Orders can be placed by mail, phone and via the Internet using Title Source or the library's ILS acquisitions software.

Selection Lists

Our staff of professional book buyers selects titles for this program based upon reviews and anticipated general public demand. Each month, prepublication title lists are created with comprehensive annotations to assist the library with selections. Annotations include information on authors and titles, as well as information on planned promotional tours, print runs, book club selections, and media tie-ins. In addition to the prepublication list, Our Quick Call publication lists current bestsellers and a variety of popular titles that are available through our Lease Program. These titles are available in-stock, and are ready for 48-hour shipment. Cataloging and shelf ready processing services are available for all listed titles.

Baker & Taylor's monthly prepublication lists of titles three-months in advance of publication are available in print-friendly PDF or Excel versions. Lease Lists are also available as E-Lists, which can be found in Title Source on the E-lists page under Book Leasing.

Special Requests

Special requests are also welcome. Requests for hardcover Trade titles

not listed in our publications will be reviewed, and, if possible, will be added to your order.

Telephone Orders

B&T's Quick Call toll-free telephone ordering offers the library the opportunity to verify in-stock availability and ready for 48-hour shipment of bestsellers and other popular books.

Mail/Fax/E-Mail

B&T's monthly prepublication list and Quick Call publication include an Excel order page that can be printed and used to order by mail or fax. The Library may also email book leasing orders directly to B&T's Lease Department.

Quota Information

Libraries will receive Full Allowance for each month of the annual contract. Please see the charts below for quota information.

Collection Rotation

Libraries are encouraged to rotate the collection throughout the year through the return of older titles.

The Library may retain 1 book of every 5 delivered to the Library, free of charge. Additionally, the Library may purchase titles at any time at \$3.00 / title.

Shipping Costs

B&T Book Leasing pays all regular shipping costs associated with the plan including return shipping when books are rotated out of your book leasing collection and returned to B&T.

Damaged and Defective Books

B&T will replace books that are damaged upon arrival in the library. Publisher defective books will be replaced up to 3 months after they have been received by the library.

Monthly Reporting

Baker & Taylor Book Leasing System's inventory report is the easiest to use in the industry today. We provide a report of account activity on a monthly basis. No additional charge is assessed for lost, stolen, or damaged books. These books are simply reported via the inventory listing or Quick Returns form and the library's records are updated to reflect the activity.

Baker & Taylor is pleased to propose the following prices for book leasing services:

Adult Popular Lease Plan

Prices listed are available for a plan size of 10 quota units/month (120 quota units per year). Pricing for plans of greater annual unit volume is available upon request.

Price Per Unit	Quota Limit*	Monthly Quota Units	Annual Quota Units	Annual Investment	Annual Prepay Discount	Investment with Annual Prepay Discount**
\$18.25	*	10	120	\$2,190.00	2.0%	\$2,146.20

* Quota units are deducted based upon the list price of the work selected, as follows:

<u>List Price</u>	<u>Quota Units</u>
Up to \$29.00	1
\$29.01 - \$39.00	2
\$39.01 - \$49.00	3
\$49.01 or more	4

** There is a 2.0% discount off of the total plan price if the annual invoice is paid within 60 days.

Computer Book Plan

Our examples outline the pricing associated with a 5 quota/month plan, however, the members may select the plan size appropriate for their libraries.

Price Per Unit	Quota Limit*	Monthly Quota Units	Annual Quota Units	Annual Investment	Annual Prepay Discount	Investment with Annual Prepay Discount**
\$20.69	*	5	60	\$1,241.40	1.0%	\$1,228.99

* Quota units are deducted based upon the list price of the work selected, as follows:

<u>List Price</u>	<u>Quota Units</u>
Up to \$33.00	1
\$33.01 - \$40.00	2
\$40.01 - \$50.00	3
\$50.01 or more	4

** There is a 1.0% discount off of the total plan price if the annual invoice is paid within 60 days.

CATS (Children's and Teens) Book Leasing

Titles provided in our CATS selection lists will include 70-100 popular children's and teens hardcover titles.

CATS (Children's and Teens) Book Lease

Price Per Unit	Quota Limit	Monthly Quota Units	Annual Quota Units	Annual Investment	Annual Prepay Discount	Total Annual Investment	Price Per Unit
\$13.27	\$20.00*	10	120	\$1,592.40**	2%	\$1,560.55**	\$13.00**

* Quota units are deducted based upon the list price of the work selected, as follows:

<u>List Price</u>	<u>Quota Units</u>
Up to \$20.00	1
\$20.01 - \$30.00	2
\$30.01 - \$40.00	3
\$40.01 or more	4

** There is a 2.0% discount off of the total plan price if the annual invoice is paid within 60 days.

Please note, a sample plan size of 10 units per month is used above for reference. The Library may request a plan of any size; the same per unit price and quota limit will apply.

DVD Leasing

Baker & Taylor's DVD Leasing Program provides libraries with an efficient and economical method for maintaining an inventory of the most current, high demand, DVD titles. Our lease program focuses on the titles that truly generate higher circulation numbers and satisfy patron demand.

Each month libraries receive our B&T Coming Attractions selection list, featuring the Top 120 DVDs purchased by Baker & Taylor. Our lists contain widescreen format except for titles only available in full screen. Each list contains title, artist, ISBN, annotation, manufacturers suggested retail price (MSRP), genre category and descriptive annotation. All B&T Coming Attraction titles include MARC catalog records.

Baker & Taylor's monthly prepublication lists are available in print-friendly PDF or Excel versions. Lease Lists are also available as E-Lists, which can be found in Title Source on the Selection-lists page.

All DVDs arrive with the shrink wrap and security tabs removed. Each DVD is cataloged and processed according to the library's DVD Lease Services profile. Standard handling includes an edited BTMARC AV record, rating label, spine label, barcode and ownership label with B&T Lease identifier, all at no additional cost. Theft detection devices or repackaging in locking cases are also available, for an added fee.

Quota Information

A DVD will count as one (1) against the quota allowance, unless the MSRP is higher than the quota price limit.

Collection Rotation

The library is encouraged to rotate the collection throughout the year by keeping one DVD (free) for every five DVDs returned. This builds the library's permanent collection with proven, popular titles. At any time during the lease period, the library may purchase titles from the collection at a flat rate of \$3.00 per unit.

Reporting

Baker & Taylor provides a report of account activity on a monthly basis. The monthly Quota Status Report allows a quick review of the quota allowance, the amount of quota used each month, and the quota available for the current and following months.

Lost, Defective or Damaged DVDs

Baker & Taylor will replace any defective or damaged DVD for 3 months from receipt at no charge. Libraries are encouraged to report lost items so that they can be deducted from your lease collection inventory. At your request, we will replace lost DVD titles that are still in stock at Baker & Taylor and the replacement copy will be charged against your quota allowance.

DVD Lease

Price Per Unit	Quota Limit	Monthly Quota Units	Annual Quota Units	Annual Investment	Annual Prepay Discount	Total Annual Investment	Price Per Unit
\$26.29	*	10	120*	\$3154.80**	2%	\$3091.70**	\$25.76**

* Quota units are deducted based upon the list price of the work selected, as follows:

<u>List Price</u>	<u>Quota Units</u>
\$15.00 or less	½
\$15.01 - \$34.99	1
\$35.00 - \$44.99	1.5
\$45.00 - \$60.00	2
Each \$30.00 increment	+1 unit

** There is a 2.0% discount off of the total plan price if the annual invoice is paid within 30 days.

Please note, a sample plan size of 10 units per month is used above for reference. The Library may request plan sizes from 5 to 200 DVDs per month. The same per unit price and quota limit will apply.

12. Reports: Describe the types and formats of reports that can be generated, schedule for supplying routine reports, list any costs, and **include sample copies.**

12.1 Management reports: Examples include shipment history, title reports, etc.

Please see Exhibit H for sample reports.

Status Report - Includes backordered items, as well as explanations for cancelled items. This report will be sent to the library with the associated invoice.

Packing List - In an effort to expedite your shipments, Baker & Taylor has developed a detailed packing list, which enables the library to check in the order title by title, noting the price and quantity. Titles are listed alphabetically, by title.

Invoice - Your invoices will list unit price, unit discount, and total discount price. Baker & Taylor invoices can list books alphabetically by author or title, or in the same sequence as the original purchase order. An invoice and status report will be mailed within 1 - 2 business days of the product shipment date, reporting on all items shipped and detailing the status of items not shipped.

Expenditure Report - This report may be created upon request and will list total units sold and dollars spent for a given time period.

Master Profile Report - A customer profile with shipment history, the master profile report provides a consolidated listing of all titles currently on Standing Order with Baker & Taylor. This report is available monthly, quarterly, semi-annually or annually upon request.

- 12.2 Status Reports: When materials cannot be shipped immediately, contractor will supply status reports within 7 days of receipt of an order detailing out of print, out of stock indefinitely, out of stock temporarily, publication cancelled, not yet published, etc.

Yes X No

Remarks: Baker & Taylor can provide status reports for firm order and standing orders which include backordered items, as well as, explanations for cancelled items. This report will be sent to the library with the associated invoice. Online Customer Support also allows customers to check the status of orders. Online Customer Support is available via our website at www.baker-taylor.com.

- 12.3 Cancellation Reports: Contractor will report which titles cannot be supplied within 120 days of receipt of order.

Yes X No

Remarks: Information on cancelled items will be provided with every status report, indicating any cancelled titles and the reason for cancellations.

- 12.4 Annual Reports: Contractor will provide to the library annual report details, including number of items shipped; total net dollars invoiced for products shipped; total list price dollars for products shipped; net unit item price for products shipped; average number of copies per title ordered; percentage of purchase by category outline in Attachment C.

Yes X No

Remarks: These reports will be provided, free of charge, as needed based upon the individual member's needs. Reports will be based upon the binding and category types as outlined on B&T's Exhibit A.

- 12.5 Invoices: Invoices will be as stated below unless otherwise indicated under Remarks.

- 12.5.1 Describe the types and formats of reports of billing procedures and options for varying invoices depending upon needs of individual MALIA member library.

Remarks: Comply. Your invoices will list unit price, unit discount, and total discount price. Baker & Taylor invoices can list books alphabetically by author or title, or in the same sequence as the original purchase order. DVD/Music invoices may be listed alphabetically by title or by manufacturer. Invoices may be mailed or enclosed with shipment. An invoice and status report will be mailed within 1 - 2 business days of the product shipment date, reporting on all items shipped and detailing the status of items not shipped.

Invoice and status reports also appear on-line via our On-Line Customer Support website.

- 12.5.2 Invoices will list code(s), applied line item, to indicate discount category (e.g., "T" for trade discount, "A" for academic, "J" for juvenile, etc.).

Yes No

Remarks: Baker & Taylor's invoices list the merchandise category type for each line item (e.g. "HRD" for trade hardcover, "LIB" for publisher's library editions, "PAP" for paperbacks, etc.). The discount, per line item, is also noted. Please see the enclosed sample invoice for further details.
(Exhibit H)

- 12.5.3. Contractor will issue separate invoices for each purchase order and reference the purchase order on each invoice.

Yes No

Remarks: Separate invoices will be provided based upon the individual member's request. Purchase order number is noted for each line item.

13. Fulfillment: Fulfillment will be as stated below unless otherwise specified under Remarks.

- 13.1 Contractor will ship 50% of order from stock within 14 days of receipt of order.

Yes X No _____

Remarks: *Orders for in-stock titles will be shipped within 1-2 business days after receipt of order. Books requiring additional cataloging and processing will be shipped within 5-7 business days.*

- 13.2 Contractor will ship 95% of each order within 120 days of receipt of order.

Yes X No _____

Remarks: *Baker & Taylor will ship a minimum of 95% of each order within 120 days. Our typical fill rate is 98-99% of all in-print and available titles within 120 days of order.*

- 13.3 Contractor will supply materials that are not currently available from publishers within 120 days of receipt of order.

Yes X No _____

Remarks: *Titles not in-stock are placed on order with the publisher and remain on order until fulfillment or cancellation. Any publisher orders for popular, current release items are typically received at our service center with 10-14 business days.*

- 13.4 The library may cancel any title that is not received within 90 days of order date.

Yes X No _____

Remarks:

14. Accuracy: Accuracy will be as stated below unless otherwise indicated under Remarks.

- 14.1 99% of materials shipped will be the correct title, edition, and number of copies.

Yes X No _____

Remarks:

- 14.2 Contractor will supply the latest edition of a title unless an earlier edition is specified.

Yes X No _____

Remarks:

- 14.3 Binding supplied will be as specified in the order.

Yes X No _____

Remarks:

15. Multiple Copies: Multiple copies of a title will be shipped together. Back-orders of parts of a multiple-copy title are not acceptable.

Yes No

Remarks:

16. Packaging: Each package will indicate the library's purchase order number, and only one purchase order may be represented in each package.

Yes No

Remarks: We provide shipments by purchase order for all State Agency accounts. *Shipments for Public Library customers are typically consolidated, as this is the method preferred by most accounts.*

17. Packing Slips: A packing slip that duplicates the invoice will accompany each shipment.

Yes No

Remarks: *In an effort to expedite shipments, Baker & Taylor has developed a detailed packing list, which enables the library to check in the order, title by title, noting the price and quantity.*

18. Defective Material: The library reserves the right to return defective material at the contractor's expense. **There should be no exceptions to this.**

Yes No

Remarks: *Please see the attached Baker & Taylor Returns Policies, Exhibit D.*

19. Returns: All returns will be scheduled by the contractor for pick-up via UPS.

Yes No

Remarks:

20. Credits: Contractor will provide self-credit system for library to facilitate returns.

Yes No

If yes, outline details.

Remarks: *Baker & Taylor will accept self credit memos for items which are damaged, defective, or incorrectly shipped as a result of Baker & Taylor error. Baker & Taylor will work with the member library to*

designate a preauthorization number on a weekly, bi-weekly or monthly basis, depending on the needs of the facility.

21. Shipping: Contractor shall specify how shipping charges, if any, will be determined and shall indicate estimate cost of shipping for dollar amount of purchase order.

Remarks: *Firm Order Materials:* Book, spoken word audio and audiovisual products from Baker & Taylor will be delivered F.O.B. Destination with **Free Shipping** from your primary Baker & Taylor service center in Commerce, Georgia

Continuation Services Program Materials: Delivery of Continuation Services' titles will be F.O.B. Destination, with **Free Shipping** from Baker & Taylor's primary Continuation Services' service center located in Commerce, Georgia.

Staff Accounts: Baker & Taylor offers staff accounts as a courtesy for our customers' personal use. These accounts are eligible for the same discounts and terms, however, these accounts will be delivered F.O.B. Shipping Point, with **Charge Shipping**, and will be taxed as appropriate.

22. Service Charge: The contractor shall describe the type of service fees levied for handling a MALIA account.

Remarks: *No service fees will be charged for handling a MALIA account.*

23. Multiple Accounts: Contractor will provide at least 20 separate accounts for a given library. Materials in these accounts will be ordered separately and must be shipped and invoiced separately.

Yes No

Remarks:

24. Other Services: Specify other services provided.

Dedicated to meeting the unique requirements of your member libraries, Baker & Taylor provides customized Collection Management Support, Cataloging Services, Technical Processing and Automatic Shipment Programs.

Please see the following attachments for a description of several of our specialized services.

- Automatic Shipment Programs (Exhibit J)*
- Collection Development Services (Exhibit K)*
- Customized Library Services (Exhibit L)*

25. Service Requirements Not Met: If not covered under the sections above, list any specifications in this document that our company will be unable to meet. If you propose to meet service needs in an alternative fashion, give the alternative.

**RFP
REQUEST FOR PROPOSAL
Title: Library Materials
Mid-Atlantic Library Alliance, MALiA ATTACHMENT C**

**PRICING FOR OFFER CONSIDERATION
Discounts for Library and Staff Orders**

Offerors shall return a completed copy of this attachment with their proposals. If pricing differs by type of library (public academic, school, special, or state agency), the contractor shall submit a separate copy of this attachment and specify the type of library for which pricing is proposed.

MALiA desires an attractive, predictable pricing structure and, at the same time, a high level of order fulfillment. Accordingly, MALiA seeks to select one or more primary contractors as well as one or more secondary contractors.

All discounts quoted will be applied to the publishers' lowest list price in effect at the time of shipment and exclude freight-pass-through pricing.

All discounts will apply to all shipments, including backorders, for each order placed by the library.

Participating libraries reserve the right to request supporting documentation (including copies of the publishers' invoices) on discount or service charge decisions of the contractor at any time during the contract period.

Upon request, we would provide that information from a publisher invoice that relates to a specific title in question. Not all publisher invoices are retained by Baker & Taylor after the information is entered into our computer system; therefore, not all invoices will be available for review.

LIBRARY TYPE (specify): Public Academic School Special State Agency

Baker & Taylor offers proposal for the Public Library and State Agency members of MALiA.

MATERIAL	DISCOUNT / PRICING	
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1. Books (Reference LOT 1)		
	1 Copy	2+ Copy
1.1. Adult Trade Hardcover Bindings (Category Definition I)		
1.1.1. Fiction	<u>46.0%</u>	<u>46.3%</u>
1.1.2 Non-fiction	<u>46.0%</u>	<u>46.3%</u>
1.2. Paperbacks		
1.2.1. Quality (Category Definition III and IV)	<u>38.0%</u>	<u>41.0%</u>

Please see Baker & Taylor's Exhibit A for an outline of discounts and Exhibit B for Category Definitions.

1.2.2 Mass-market (Category Definition V)	<u>38.0%</u>	<u>41.0%</u>
1.2.3. Pre-bound (Turtleback and PawPrints Prebound Paperback Editions)	<u>10.0%</u>	<u>10.0%</u>
1.2.4. Time required to ship prebound orders: Turtleback and PawPrints editions are available prebound in immediate inventory and therefore require no additional time for prebinding services.		
1.3. Juvenile Titles		1 copy/title -- 46.0%
1.3.1. Trade hardcover bindings (Category Definition II)		<u>2+ copies/title -- 46.3%</u>
1.3.2. Publishers' library bindings (Category Definition VII)		1 copy/title -- 21.5%
		<u>2+ copies/title -- 23.0%</u>
1.3.3. Reinforced bindings (Category Definition VI)		1 copy/title -- 25.0%
		<u>2+ copies/title -- 40.0%</u>
1.3.4. Pre-bound books (Turtleback and PawPrints Prebound Paperback Editions)		<u>10.0%</u>
1.3.5. Time required to ship prebound orders: Turtleback and PawPrints editions are available prebound in immediate inventory and therefore require no additional time for prebinding services.		
1.4. Small Press (Category Definition IX, XI)		<u>*0-20.0%</u>
1.5. University Press		
1.5.1 Trade (Category Definition VIII)		<u>20.0%</u>
1.5.2. Non-trade (Category Definition IX, XI)		<u>*0-20.0%</u>
1.6. Serial Books (continuations) Please see Exhibit A-1 - Continuation Services for discount information		
1.7 Reference materials (Category Definition IX, XI)		<u>*0-20.0%</u>
1.8. Cataloging and Processing - Include total support detail and brochures for these services		
1.8.1. Complete cataloging and processing (mylar jacket, spine label, barcode, and MARC)		<u>\$1.19/unit</u>
1.8.2. Cataloging and processing without mylar jacket (spine label, barcode, and MARC)		<u>\$0.69/unit</u>
1.8.3. Mylar jacket and kit, unfastened (mylar jacket, spine label, book pocket and card, and full card set)		<u>\$0.99/unit</u>
1.8.4. Mylar jacket, fastened or unfastened		<u>\$0.69/unit</u>
1.8.5. Kit, unfastened (to include book pocket, book card, spine label, complete set of catalog cards)		<u>\$0.79/unit</u>
1.8.6. Catalog card set		<u>\$0.79/unit</u>

*Titles which receive minimal discount from the publisher will be invoiced at list price. Titles where Baker & Taylor receives no discount from the publisher or where prepayment is required by the publisher or publishers whose titles have limited demand and/or non-commercial publishers will be invoiced at list price plus a \$4.95/unit service charge. These titles may be blocked from order upon request.

1.8.7. Machine-readable cataloging per record <i>(for any existing record within our database)</i>	<u>\$0.29/record</u>
RFID Tag <i>(attached Library supplied tag and link with barcode)</i>	\$0.49/unit
1.8.8. Additional charges	RFID Tag <i>(attach blank Library supplied tag)</i> <u>\$0.20/unit</u>
<small>Additional processing options are available. Please contact your Customer Services Representative.</small>	
1.8.9. Reinforced plastic cover for paperbacks: 5 mil thick <i>* laminate is 12 mil</i>	<u>*\$2.09/unit</u>
1.8.10. Lighter laminate:	<u>\$1.59/unit</u>
Describe & specify thickness: <u>8 mil</u>	
1.8.11. Theft-detection devices: attached <i>(3M or Checkpoint)</i>	<u>\$0.49/unit</u>
1.8.12. Theft-detection devices: unattached <i>(3M or Checkpoint)</i>	<u>\$0.45/unit</u>

2. Audiovisual (Reference LOT 2)

2.1. Formats	**1 copy/title – 46.0%
2.1.1. Spoken word cassettes <i>(Category Definition XII)</i>	<u>2+ copies/title – 46.3%</u>
2.1.2. Books on tape	<u>see above 2.1.1</u>
2.1.3. Books on CD	<u>see above 2.1.1</u>
2.1.4. Compact discs <i>(Music)</i>	<u>28.0%</u>
2.1.5 Music cassettes	<u>NO BID</u>
2.1.6 DVD <i>(includes Blu-ray and HD)</i>	<u>31.0%</u>
2.1.8 VHS	<u>NO BID</u>
2.1.9 Others:	<u>Playaway Audio Library Editions = 25.1%</u> <u>Playaway View = 8.0%</u>
2.2. Performance rights	
2.2.1. Public	<u>see below</u>
2.2.2. Home use	<u>see below</u>

Baker & Taylor cannot guarantee public performance rights for video products unless those rights are extended to us by the original copyright holder. However, all DVD purchased from B&T can be used in the following situations:

- 1-to circulate to library patrons or students for viewing at home*
- 2-in "face-to-face" classroom situations*

Section 110(1) of the Copyright Act clearly exempts use in "a classroom or a similar place devoted to instruction" from copyright infringement, even though tapes may be marked "For Home Use Only".

*** This discount will apply to popular titles from widely distributed publishers. Not all spoken word audio editions meet these criteria. Other spoken word audio editions may fall under Categories I, II, VII, VIII, IX, X and XI. (B&T Exhibit A-1)*

Available for any advertised, annotated, or recommended

* 2.3. Cataloging and Processing - title appearing in our Alert publication.

2.3.1. Catalog card sets \$1.50/unit

2.3.2. Machine-readable cataloging (per record) \$0.75

2.3.3. Theft-detection devices Please see Exhibit A-2

Provide complete information about what services are offered: Please see the enclosed B&T MARC A/V specification booklets and Exhibit A-2 for details.

3. Software (Reference LOT 3)

3.1. MAC NO BID

3.2. Windows NO BID

4. E-Books

4.1. Fiction 0.0%

4.2. Non-fiction 0.0%

4.3 For purchased eBooks, what fees or other charges are applied in addition to the eBook title price? Which of these are paid up front? And which are recurring?

Please see B&T Exhibit A-3 for information on our Axis 360 platform.
Please see Exhibit A-4 for information regarding Gale e-content.

5. Delivery - INSIDE DELIVERY REQUIRED

5.1. Prepaid FOB

5.1.1. Destination **/**Freight is Free, F.O.B. Destination

5.1.2. Point of Shipment **/**Freight is Free, F.O.B. Destination

5.2. Mode of shipment ***see below

* These prices apply to DVD and Music CD products only. Cataloging/processing prices for Spoken Word Audio products (as advertised in our Forecast publication) may be found under item 1.8.

** Offered as a courtesy to our customers, Baker & Taylor will honor the discounts offered here for any staff accounts. Staff account orders will be charged freight and taxed as appropriate.

***Shipments of 2 lbs. or more will be delivered via United Parcel service. Shipments under 2 lbs. will be delivered via United States Postal Service.

ATTACHMENT D

MALiA Membership 2016-2017

Name	Member #	City, State
1. Albemarle Regional Library	1129	Winton, NC
2. Alexander County Library	1103	Taylorsville, NC
3. Alleghany Highlands Regional Lib. /Charles P. Jones Memorial Library	1197	Covington, VA
4. Amherst County Public Library	1001	Amherst, VA
5. Anderson Public Library 2016-17	1278	Lawrenceburg, KY
6. Anne Arundel County Public Library	1293	Annapolis, MD
7. Appalachian Regional Library	1252	West Jefferson, NC
8. Appomattox Regional Library System	1002	Hopewell, VA
9. Arlington Public Library 2016-17	1288	Arlington, VA
10. Augusta County Library	1089	Fishersville, VA
11. Averett University Library	1093	Danville, VA
12. Bath County Memorial Library 2016-18 New	1291	Owingsville, KY
13. Bedford Public Library	1003	Bedford, VA
14. Belington Public Library	1251	Belington, WV
15. Benton County Public Library	1220	Camden, TN
16. BHM Regional Library	1258	Washington, NC
17. Blackwater Regional Library	1004	Courtland, VA
18. Blue Ridge Community College	1006	Weyers Cave, VA
19. Blue Ridge Regional Library	1007	Martinsville, VA
20. Bluefield College/Easley Library	1008	Bluefield, VA
21. Boone County Public Library	1263	Burlington, KY
22. Boone Madison Library	1239	Madison, WV
23. Botetourt County Library	1009	Roanoke, VA
24. Boynton Beach City Library	1265	Boynton Beach, FL
25. Bracken County Public Library 2016-17	1289	Brooksville, KY
26. Braswell Memorial Library	1155	Rocky Mount, NC
27. Brevard College, J.A Jones Library	1116	Brevard, NC
28. Bridgewater College /Alexander Mack Library	1085	Bridgewater, VA
29. Bristol Public Library	1010	Bristol, VA
30. Buchanan County Public Library	1011	Grundy, VA
31. Buncombe County Public Libraries	1144	Asheville, NC
32. Caldwell County Public library	1101	Lenoir, NC

33.Campbell County Public Library	1012	Rustburg, VA
34.Cape Fear Community College	1188	Wilmington, NC
35.Caroline Library, Inc.	1112	Bowling Green, VA
36.Carroll County High School	1015	Hillsville, VA
37.Caswell County Public Library	1200	Yanceyville, NC
38.Catawba County Library System	1270	Newton, NC
39.Central Rappahannock Regional Library	1016	Fredericksburg, VA
40.Central Virginia Community College Library	1094	Lynchburg, VA
41.Chapel Hill Public Library	1141	Chapel Hill, NC
42.Charlotte County Library	1194	Charlotte Court House, VA
43.Charlotte Mecklenburg Library	1130	Charlotte, NC
44.Chatham County Public Library System	1271	Pittsboro, NC
45.Chesapeake Public Library	1107	Chesapeake, VA
46.Chesterfield County Public Library	1084	Chesterfield, VA
47.Chesterfield County Public Schools	1189	Midlothian, VA
48.Christopher Newport University/Tribble Library	1213	Newport News, VA
49.Clarksburg-Harrison Public Library	1234	Clarksburg, WV
50.Clarksville-Montgomery County Public Library	1241	Clarksville, TN
51.Cleveland County Memorial Library	1123	Shelby, NC
52.Clifton Forge Public Library	1145	Clifton Forge, VA
53.College of William & Mary/Wolf Law Library	1149	Williamsburg, VA
54.Colonial Heights Public Library	1017	Colonial Heights, VA
55.Craft Memorial Library	1190	Bluefield, WV
56.Craig County Public Library	1115	New Castle, VA
57.Culpeper County Library	1114	Culpeper, VA
58.Cumberland County Public Library	1275	Burkesville, KY
59.Cumberland County Public Library	1111	Cumberland, VA
60.Danville Community College	1019	Danville, VA
61.Danville Public Library	1020	Danville, VA
62.Davidson County Public Library	1152	Lexington, NC
63.Davie County Public Library	1212	Mocksville, NC
64.Delray Beach Public Library	1273	Delray Beach, FL
65.Duplin County Public Library	1139	Kenansville, NC
66.Durham Technical Community College	1191	Durham, NC
67.East Albemarle Regional Library	1186	Elizabeth City, NC
68.Eastern Shore Community College	1193	Melfa, VA
69.Eastern Shore Public Library	1022	Accomac, VA
70.ECPI University	1268	Virginia Beach, VA

71.Elizabethton/Carter County Public Library	1172	Elizabethton, TN
72.Emory & Henry College	1023	Emory, VA
73.Essex Public Library	1113	Tappahannock, VA
74.Falkville Public Library	1260	Falkville, AL
75.Farmville Public Library	1224	Farmville, NC
76.Fauquier County Public Library	1024	Warrenton, VA
77.Fauquier County Public Schools	1185	Warrenton, VA
78.Ferrum College/Thomas Stanley Library	1025	Ferrum, VA
79.Floyd County Public Library	1238	Prestonburg, KY
80.Fontana Regional Library	1173	Bryson City, NC
81.Franklin County Library	1171	Louisburg, NC
82.Franklin County Public Library	1026	Rocky Mount, VA
83.Galax-Carroll Regional Library	1027	Galax, VA
84.Garrard County Public Library	1250	Lancaster, KY
85.Gaston County Public Library	1147	Gastonia, NC
86.Germanna Community College	1118	Locust Grove, VA
87.Gibsonville Public Library	1255	Gibsonville, NC
88.Gloucester County Library	1087	Gloucester, VA
89.Grant County Public Library	1254	Williamstown, KY
90.Graves County Public Library	1233	Mayfield, KY
91.Greensboro Public Library	1143	Greensboro, NC
92.Greenup County Public Library	1285	Greenup, KY
93.Halifax County-South Boston Public Library	1028	Halifax, VA
94.Hampden-Sydney College	1096	Hampden-Sydney, VA
95.Hampshire County Public Library	1243	Romney, WV
96.Hampton Public Library	1092	Hampton, VA
97.Handley Regional Library	1099	Stephens City, VA
98.Hanover County Public Schools	1136	Ashland, VA
99.Hardin County Public Library	1279	Elizabethtown, KY
100.Hardy County Public Library	1196	Moorefield, WV
101.Haywood County Public Library	1170	Waynesville, NC
102.Heartland Library Cooperative	1264	Okeechobee, FL
103.Henrico County Public Library	1018	Henrico, VA
104.Henrico County Public Schools	1135	Henrico, VA
105.Henry County Public Library	1276	Eminence, KY
106.Heritage Public Library	1029	Providence Forge, VA
107.Hickory Public Library	1256	Hickory, NC

108.Hocutt-Ellington Memorial Library	1214	Clayton, NC
109.Hopkinsville Christian County Public Library 16-17	1287	Hopkinsville, KY
110.J. Sargeant Reynolds Community College	1030	Richmond, VA
111.James L. Hamner Public Library/Amelia County	1083	Amelia Court House, VA
112.James W. Curry Public Library	1269	French Creek, WV
113.Jefferson Madison Regional Library	1031	Charlottesville, VA
114.Jessamine County Public Library	1210	Nicholasville, KY
115.John Tyler Community College Library	1032	Chester, VA
116.Kanawha County Public Library	1236	Charleston, WV
117.Keyser-Mineral County Public Library	1218	Keyser, WV
118.King University	1034	Bristol, TN
119.Laurel County Public Library	1242	London, KY
120.Lee County Library	1272	Sanford, NC
121.Library of Virginia	1134	Richmond, VA
122.Lincoln County Public Library	1245	Stanford, KY
123.Lincoln County Public Library	1128	Lincolnton, NC
124.Linebaugh Public Library System	1228	Murfreesboro, TN
125.Logan County Public Library	1232	Russellville, KY
126.Lonesome Pine Regional Library	1036	Wise, VA
127.Lord Fairfax Community College/Paul Wolk Library	1037	Middletown, VA
128.Lunenburg County Public Library	1253	Victoria, VA
129.Lynchburg College/Knight-Capron Library	1226	Lynchburg, VA
130.Lynchburg Public Library	1038	Lynchburg, VA
131.Madison County Public Library	1225	Richmond, KY
132.Maitland Public Library	1290	Maitland, FL
133.Marion County Public Library	1281	Fairmont, WV
134.Mary Riley Styles Public Library	1039	Falls Church, VA
135.Mary Wood Weldon Memorial Library	1277	Glasgow, KY
136.Mason County Public Library	1211	Point Pleasant, WV
137.Mauney Memorial Library	1133	Kings Mountain, NC
138.McCreary County Public Library	1284	Whitley City, KY
139.McDowell County Public Library	1146	Marion, NC
140.Mecklenburg County Public Library	1126	Boydton, VA
141.Mecklenburg County Sheriff's Office Libraries	1231	Charlotte, NC
142.Meherrin Regional Library	1040	Lawrenceville, VA
143.Menifee County Public Library	1246	Frenchburg, KY

144.Middlesex County Public Library	1104	Urbanna, VA
145.Montgomery County Public Library	1235	Mt. Sterling, KY
146.Montgomery County Public Schools	1090	Christiansburg, VA
147.Montgomery-Floyd Regional Library	1041	Christiansburg, VA
148.Mooneyham Public Library	1174	Forest City, NC
149.Morgantown Public Library	1208	Morgantown, WV
150.Mountain Empire Community College/Wampler Library	1042	Big Stone Gap, VA
151.New Hanover County Public Library	1216	Wilmington, NC
152.New Martinsville Public Library	1205	New Martinsville, WV
153.New River Community College	1091	Dublin, VA
154.Newport News Public Library System	1044	Newport News, VA
155.Norfolk Public Library	1045	Norfolk, VA
156.Norfolk State University	1249	Norfolk, VA
157.Norris Library Foundation, Inc.	1247	Rutherfordton, NC
158.North Palm Beach Library 2016-17	1286	North Palm Beach, FL
159.Northeast State Community College/Wayne G. Basler Library	1046	Blountville, TN
160.Northern Virginia Community College	1132	Annandale, VA
161.Northumberland Public Library	1047	Heathsville, VA
162.Northwestern Regional Library	1165	Elkin, NC
163.Nottaway County Public Library	1142	Crewe, Va
164.Orange County Public Library	1125	Hillsborough, NC
165.Orange County Public Library	1117	Orange, VA
166.Pamunkey Regional Library	1048	Hanover, VA
167.Paris-Bourbon County Library	1274	Paris, KY
168.Patrick Henry Community College/Lester Library	1049	Martinsville, VA
169.Paul Sawyier Public Library	1266	Frankfort, KY
170.Pearisburg Public Library	1050	Pearisburg, VA
171.Pender County Public Libraries	1138	Burgaw, NC
172.Pendleton County Library	1183	Franklin, WV
173.Pendleton County Public Library	1261	Falmouth, KY
174.Perry Memorial Library	1223	Henderson, NC
175.Petersburg Public Library System	1051	Petersburg, VA
176.Piedmont Virginia Community College/Betty Sue Jessup Library	1102	Charlottesville, VA

177.Pittsylvania County Public Library	1052	Chatham, VA
178.Polk County Library Cooperative	1267	Bartow, FL
179.Polk County Public Library	1184	Columbus, NC
180.Poquoson Public Library	1053	Poquoson, VA
181.Portsmouth Public Library	1127	Portsmouth, VA
182.Powhatan County Public Library	1088	Powhatan, VA
183.Prince William Public Library System	1054	Prince William, VA
184.Public Library of Anniston-Calhoun County	1292	Anniston, AL
185.Public Library of Johnston County & Smithfield/Selma is under this library as a branch. Number was 1166	1160	Smithfield, NC
186.Pulaski County Library	1055	Pulaski, VA
187.Pulaski County Public Library	1283	Somerset, KY
188.Radford Public Library	1056	Radford, VA
189.Raleigh County Public Library	1259	Beckley, WV
190.Randolph County Public Library	1221	Asheboro, NC
191.Randolph-Macon College/McGraw- Page Library	1058	Ashland, VA
192.Rappahannock Community College	1097	Warsaw, VA
193.Rappahannock County Library	1206	Washington, VA
194.Richmond Public Library	1108	Richmond, VA
195.Richmond Public Schools	1237	Richmond, VA
196.Ritchie County Public Library	1177	Harrisville, WV
197.Roanoke City Public Library	1109	Roanoke, VA
198.Roanoke County Public Library	1059	Roanoke, VA
199.Robeson County Public Library	1164	Lumberton, NC
200.Rockbridge Regional Library	1120	Lexington, VA
201.Rowan Public Library	1150	Salisbury, NC
202.Russell County Public Library	1061	Lebanon, VA
203.Salem Public Library	1063	Salem, VA
204.Sampson-Clinton Public Library	1137	Clinton, NC
205.Samuels Library	1064	Front Royal, VA
206.Scotland County Memorial Library	1222	Laurinburg, NC
207.Scott County Public Library	1262	Georgetown, KY
208.Shenandoah County Library	1179	Edinburg, VA
209.Sheppard Memorial Library	1182	Greenville, NC
210.Smyth-Bland Regional Library	1066	Marion, VA
211.Southern Pines Public Library	1158	Southern Pines, NC
212.Southern Virginia University/Von Canon Library	1204	Buena Vista, VA
213.Southside Regional Jail Library	1187	Emporia, VA

214.Southside Virginia Community College	1203	Keysville, VA
215.Southwest Virginia Community College	1067	Cedar Bluff, VA
216.Spindale Public Library	1163	Spindale, NC
217.Stanly County Public Library	1195	Albemarle, NC
218.State Library of North Carolina	1248	Raleigh, NC
219.Staunton Public Library	1068	Staunton, VA
220.Suffolk Public Library	1069	Suffolk, VA
221.Sullivan County Public Library	1070	Blountville, TN
222.Tazewell County Public Library	1071	Tazewell, VA
223.Temple Rodef Shalom Library	1257	Falls Church, VA
224.Tennessee State Library & Archives	1199	Nashville, TN
225.Thomas Jefferson Library	1280	Falls Church, VA
226.Thomas Nelson Community College	1072	Hampton, VA
227.Tidewater Community College	1100	Norfolk, VA
228.Transylvania County Library	1156	Brevard, NC
229.Union County Public Library	1140	Monroe, NC
230.University of Virginia's College at Wise/Wyllie Library	1124	Wise, VA
231.Upshur County Public Library	1244	Buckhannon, WV
232.Vienna Public Library	1192	Vienna, WV
233.Virginia Beach Public Library	1073	Virginia Beach, VA
234.Virginia Department of Corrections-All Facilities	1201	Richmond, VA
235.Virginia Highlands Community College	1075	Abingdon, VA
236.Virginia State University/Johnston Memorial library	1198	Petersburg, VA
237.Virginia Western Community College	1077	Roanoke, VA
238.Warren County Memorial Library	1217	Warrenton, NC
239.Washington County Public Library	1078	Abingdon, VA
240.Wayne County Public Library	1168	Goldsboro, NC
241.Whitley County Public Library	1215	Williamsburg, KY
242.Williamsburg Regional Library	1080	Williamsburg, VA
243.Wilson County Public Library	1162	Wilson, NC
244.Wolfe County Public Library	1282	Campton, KY
245.Wythe-Grayson Regional Library	1098	Independence, VA
246.Wytheville Community College Library	1082	Wytheville, VA

ATTACHMENT E

Small Business Subcontracting Plan

Definitions

Small Business: "Small business" means a business that has been certified in accordance with Regulations governing Certification by the Virginia Department of Small Business and Supplier Diversity (DSBSD). Certification requirements can be found at www.sbsd.virginia.gov.

Women-Owned Business: "Women-owned business" means a business that has been certified in accordance with Regulations governing Certification by the Virginia Department of Small Business and Supplier Diversity (DSBSD). Certification requirements can be found at www.sbsd.virginia.gov.

Minority-Owned Business: "Minority-owned business" means a business that has been certified in accordance with Regulations governing Certification by the Virginia Department of Small Business and Supplier Diversity (DSBSD). Certification requirements can be found at www.sbsd.virginia.gov.

Small Business: "Small business (including micro)" means a business which holds a certification as such by the Virginia Department of Small Business and Supplier Diversity (DSBSD) on the due date for bids. This shall also include DSBSD-certified women- and minority-owned businesses when they also hold a DSBSD certification as a small business on the bid due date. Currently, DSBSD offers small business certification and micro business designation to firms that qualify.

Certification applications are available through DSBSD online at www.DSBSD.virginia.gov (Customer Service).

Bidder Name: Baker & Taylor LLC

Preparer Name: Lee Ann Queen Date: 4-26-2017
Lee Ann Queen
Director Pricing Services

Instructions

- A. If you are certified by the DSBSD as a micro/small business, complete only Section A of this form. This includes DSBSD-certified women-owned and minority-owned businesses when they have also received DSBSD small business certification.
- B. If you are not a DSBSD-certified small business, complete Section B of this form. For the bid to be considered and the bidder to be declared responsive, the bidder shall identify the portions of the contract that will be subcontracted to DSBSD-certified small business for the initial contract period in relation to the bidder's total price for the initial contract period, in Section B.

If your firm is certified by the DSBSD provide your certification number and the date of certification.

Certification number: _____ Certification Date: _____

B. Plans for Utilization of DSBSD-Certified Small Businesses for this Procurement

Micro/Small Business Name & Address DSBSD Certificate #	Status if Micro/Small Business is also: Women (W), Minority (M)	Contact Person, Telephone & Email	Type of Goods and/or Services	Planned Involvement During Initial Period of the Contract	Planned Contract Dollars During Initial Period of the Contract (\$ or %)
Totals					

Baker & Taylor fully supports the principles of the DSBSD program, however, due to the nature of our business and of this contractual relationship, we respectfully request consideration for indirect participation. Please see the following page for details.



April 26, 2017

Library of Virginia, on behalf of Mid-Atlantic Library Alliance
c/o Carolea Newsome, Contract Administrator
John Cook Wyllie Library
University of Virginia's College at Wise
One College Avenue
Wise, VA 24293

Dear Ms. Newsome:

Baker & Taylor fully supports the principles of the DSBSD program for the Commonwealth, however, due to the reasons cited below, we are unable to meet the traditional participation goals.

- 1- All work requested under this contract will be performed by Baker & Taylor employees. Consequently, no subcontracting will be required and we will not have an opportunity to utilize subcontractors.
- 2- All service for this agreement will be provided from our Commerce, GA service center location. Baker & Taylor purchases supplies and services related to the operation of this facility, however, this represents a very small percentage of our total expenses. Similarly, the amount budgeted for use in fulfilling the Members' orders is negligible.
- 3- As a book wholesaler, Baker & Taylor will supply books as specified by the Member Libraries. Specific books are published by and ordered directly from the originating publisher. Since the Members' orders will determine which publishers will be utilized, Baker & Taylor will not have an opportunity to use Small, Women-owned or Minority businesses for this function.

We utilize Minority and Women-Owned business firms, local to our service center locations, in the purchase of general operating supplies. These firms supply paper goods in support of our overall operations, but would not be directly responsible for any of the work produced under this contract. We respectfully request consideration of our relationship with these MWBE supplier partners as indirect participation.

Please see below for information regarding one such business

Montenegro Paper Ltd.
400 West Lake Street, Ste 220
Roselle, IL 60172

Telephone: 630-894-0350
Minority Owned Firm

Thank you for your consideration. Should you have any further questions, please contact me at 800-775-7930, ext. 3245.

Sincerely,

Lee Ann Queen
Director-Pricing Services

Baker & Taylor, LLC
2550 West Tyvola Road, Ste. 300
Charlotte, NC 28217

Telephone: 800-775-7930, ext. 3245
Fax: 704-998-3260
E-Mail: queenl@baker-taylor.com

59-A

Attachment F

REQUEST FOR PROPOSAL

Title: Library Materials

Mid-Atlantic Library Alliance, Inc. (MALIA)

ATTACHMENT F

State Corporation Commission Form

Virginia State Corporation Commission (SCC) registration information. The bidder:

is a corporation or other business entity with the following SCC identification number:

70602807 -OR-

Baker & Taylor, LLC
JAD

is not a corporation, limited liability company, limited partnership, registered limited liability partnership, or business trust -OR-

is an out-of-state business entity that does not regularly and continuously maintain as part of its ordinary and customary business any employees, agents, offices, facilities, or inventories in Virginia (not counting any employees or agents in Virginia who merely solicit orders that require acceptance outside Virginia before they become contracts, and not counting any incidental presence of the bidder in Virginia that is needed in order to assemble, maintain, and repair goods in accordance with the contracts by which such goods were sold and shipped into Virginia from bidder's out-of-state location) -OR-

is an out-of-state business entity that is including with this bid an opinion of legal counsel which accurately and completely discloses the undersigned bidder's current contacts with Virginia and describes why those contacts do not constitute the transaction of business in Virginia within the meaning of § 13.1-757 or other similar provisions in Titles 13.1 or 50 of the Code of Virginia.

****NOTE**** >> Check the following box if you have not completed any of the foregoing options but currently have pending before the SCC an application for authority to transact business in the Commonwealth of Virginia and wish to be considered for a waiver to allow you to submit the SCC identification number after the due date for bids (the Commonwealth reserves the right to determine in its sole discretion whether to allow such waiver):

Exhibit A
Terms & Conditions

Baker & Taylor
Discount Terms and Conditions of Sale (Firm Order Print Book)
MALIA Public Library/State Agency Members

Baker & Taylor is pleased to offer the discount terms and conditions contained in this Exhibit A-1. The pricing grid below provides discounts for each product category offered by Baker & Taylor.

Product Category	Category Definition (a)	Price Indicator	Discount	
I.	Adult Trade Hardcover Editions (Popular Fiction & Non-Fiction, and may include some spoken word audio)	0 - (zero) (Hardcover Trade Editions) C - (Hardcover Computer Books)	1 copy/title: 46.0 % 2+ copies/title: 46.3 %	
II.	Juvenile Trade Hardcover Editions (Popular Fiction & Non-Fiction)	J	1 copy/title: 46.0 % 2+ copies/title: 46.3 %	
III.	Adult Quality Paperback Editions (Popular Fiction & Non-Fiction)	B - (Paperback Trade Editions) C - (Paperback Computer Books)	1 copy/title: 38.0 % 2+ copies/title: 41.0 %	
IV.	Juvenile Quality Paperback Editions (Popular Fiction & Non-Fiction)	G	1 copy/title: 38.0 % 2+ copies/title: 41.0 %	
V.	Mass Market Paperback Editions	P	1 copy/title: 38.0 % 2+ copies/title: 41.0 %	
VI.	Single Edition Reinforced (Juvenile)	R	1 copy/title: 25.0 % 2+ copies/title: 40.0 %	
VII.	Publisher's Library Edition (Juvenile)	Z	1 copy/title: 21.5 % 2+ copies/title: 23.0%	
VIII.	University Press Trade Editions (may be of any binding and include some spoken word audio)	A	20.0 %	
IX.	Text, Technical, Reference, Professional Medical, Small Press, some University Press titles (excluding University Press Trade Editions) and/or Titles of Limited Demand (may be of any binding and include some spoken word audio)	S/X/N - (Text, Technical, or Reference Editions) L - (Hardcover Editions from Small Press and Hardcover Titles of Limited Demand—primarily Adult) 7 - (Hardcover Titles of Limited Demand—primarily Juvenile) M - (Paperback Editions from Small Press and Paperback Titles of Limited Demand—primarily Adult) 1 - (Paperback Titles of Limited Demand—primarily Juvenile) T/U/V/W/4/Letter O - (Specialty Textbooks) 5/6/8 - (Professional Medical Titles)	S = 10.0 % X = 10.0 % N = 0.0%(b) L = 10.0% (c)(d) 7 = See Cat VI M = 10.0%(c)(d) 1 = See Cat VI T = 0.0 % U = 0.0 % V = 0.0 % W = 0.0 %	4 = 10.0% Letter O = 20.0 % 5 = 0.0 % 6 = 0.0 % 8 = 0.0 %
X.	Imported English and Non-English Language Editions	F/K/3	F = 0.0 % K = 0.0 % 3 = 0.0 %	
XI.	Enhanced Service Program	Y / Q	0.0 % plus \$4.95/unit (e)	
XII.	Spoken Word Audio	H	1 copy/title: 46.0 % 2+ copies/title: 46.3 %	
XIII.	Board Books	I	1 copy/title: 25.0 % 2+ copies/title: 40.0 %	
XIV.	Novelty Items/Activity Books	I	1 copy/title: 25.0 % 2+ copies/title: 40.0 %	
XV.	Special Programs, such as: - PawPrints Editions - Turtleback Editions - Playaway Audio Editions	D E All Playaway Audio editions	D = 10.0 % E = 10.0 % 25.1 %	

- (a) Please see Exhibit B for full category definitions, which are attached hereto and incorporated herein by reference. Materials produced for TextStream print-on-demand services may fall into any category.
- (b) Titles which receive minimal publisher discount will be invoiced at publisher's list price.
- (c) Represents publishers with limited sales volume, based upon a semi-annual review. These titles may be of any binding type or publisher of origin.
- (d) Represents individual titles which do not qualify for preferred stock status (based upon a quarterly review) and individual titles which qualify for preferred stock status, but have limited demand (calculated over a rolling 12 month period). These titles may be of any binding type or publisher of origin.
- (e) Titles where Baker & Taylor receives no discount from the publisher or prepayment is required by the publisher or publishers whose titles have limited demand and/or non-commercial publishers will be invoiced at list price plus \$4.95/unit service charge.

Baker & Taylor
Discount Terms and Conditions of Sale (Continuations Services)
MALIA Public Library/State Agency Members

Baker & Taylor is pleased to offer the discount terms and conditions contained in this Exhibit A-1. The pricing grid below provides discounts for each product category offered by Baker & Taylor.

Product Category	Category Definition (a)	Price Indicator	Discount	
I.	Adult Trade Hardcover Editions (Popular Fiction & Non-Fiction, and may include some spoken word audio)	0 - (zero) (Hardcover Trade Editions) C - (Hardcover Computer Books)	44.0 %	
II.	Juvenile Trade Hardcover Editions (Popular Fiction & Non-Fiction)	J	44.0 %	
III.	Adult Quality Paperback Editions (Popular Fiction & Non-Fiction)	B - (Paperback Trade Editions) C - (Paperback Computer Books)	1 copy/title: 40.0 % 2+ copies/title: 41.0%	
IV.	Juvenile Quality Paperback Editions (Popular Fiction & Non-Fiction)	G	1 copy/title: 40.0 % 2+ copies/title: 41.0%	
V.	Mass Market Paperback Editions	P	1 copy/title: 40.0 % 2+ copies/title: 41.0%	
VI.	Single Edition Reinforced (Juvenile)	R	8.0 %	
VII.	Publisher's Library Edition (Juvenile)	Z	8.0 %	
VIII.	University Press Trade Editions (may be of any binding and include some spoken word audio)	A	8.0 %	
IX.	Text, Technical, Reference, Professional Medical, Small Press, some University Press titles (excluding University Press Trade Editions) and/or Titles of Limited Demand (may be of any binding and include some spoken word audio)	S/X/N - (Text, Technical, or Reference Editions) L - (Hardcover Editions from Small Press and Hardcover Titles of Limited Demand—primarily Adult) 7 - (Hardcover Titles of Limited Demand—primarily Juvenile) M - (Paperback Editions from Small Press and Paperback Titles of Limited Demand—primarily Adult) 1 - (Paperback Titles of Limited Demand—primarily Juvenile) T/U/V/W/4/Letter O - (Specialty Textbooks) 5/6/8 - (Professional Medical Titles)	S = 8.0 % X = 8.0 % N = 0.0%(b) L = 8.0%(c)(d) 7 = 8.0 % M = 8.0%(c)(d) 1 = 8.0 % T = 0.0 % U = 8.0 % V = 8.0 % W = 0.0 %	4 = 8.0% Letter O = 8.0 % 5 = 0.0 % 6 = 8.0 % 8 = 8.0 %
X.	Imported English and Non-English Language Editions	F/K/3	F = 0.0 % K = 8.0 % 3 = 0.0 %	
XI.	Enhanced Service Program	Y / Q	0.0 % plus \$4.95/unit (e)	
XII.	Spoken Word Audio	H	N/A	
XIII.	Board Books	I	8.0 %	
XIV.	Novelty Items/Activity Books	I	N/A	
XV.	Special Programs, such as: - PawPrints Editions - Turtleback Editions	D E	D = 0.0 % E = 0.0 %	

- (a) Please see Exhibit B for full category definitions, which are attached hereto and incorporated herein by reference. Materials produced for TextStream print-on-demand services may fall into any category.
- (b) Titles which receive minimal publisher discount will be invoiced at publisher's list price.
- (c) Represents publishers with limited sales volume, based upon a semi-annual review. These titles may be of any binding type or publisher of origin.
- (d) Represents individual titles which do not qualify for preferred stock status (based upon a quarterly review) and individual titles which qualify for preferred stock status, but have limited demand (calculated over a rolling 12 month period). These titles may be of any binding type or publisher of origin.
- (e) Titles where Baker & Taylor receives no discount from the publisher or prepayment is required by the publisher or publishers whose titles have limited demand and/or non-commercial publishers will be invoiced at list price plus \$4.95/unit service charge.

**Baker & Taylor
Discount Terms and Conditions of Sale**

Also, please note that:

- Publisher's list price is subject to change without notice.
- Except where otherwise noted, book discounts are applied to current publisher's list price at the time of shipment.
- Baker & Taylor reserves the sole right to be the final determinant of product categories, category definitions and price indicators. The discounts vary based on this determination.
- Titles are categorized by Baker & Taylor for pricing purposes by considering the binding, general marketing categories, demand for certain titles, preferred stock status, cost of acquisition, cost of distribution, and the size or type of publisher, as well as factors related to relationships with publishers such as shipping terms, payment terms, publisher's discount, returnability to publishers and other factors.
- Product categories, category definitions and price indicators are subject to change at Baker & Taylor's sole discretion, without notice, based upon the above-described factors for categorizing titles.
- For domestic titles where no publisher list price is assigned by the publisher, Baker & Taylor will assign such titles a price in its electronic catalog which is based upon Baker & Taylor's estimate of market conditions.
- For imported titles where no publisher list price is assigned by the publisher for the U.S. market, Baker & Taylor will assign such titles a U.S. dollar price in its electronic catalog which is based upon Baker & Taylor's estimate of market conditions.
- For PawPrints editions, Baker & Taylor will assign such titles a price in its electronic catalog which is based upon Baker & Taylor's estimate of market conditions.
- Titles of limited demand or from small or specialty publishers generally are included in Product Category IX or Product Category XI.
- The discount terms and conditions in this Exhibit A do not apply to Baker & Taylor's Approval Programs.
- Baker & Taylor provides an invoice that identifies the publisher's current list price, the discount offered, and the exact price charged for each title ordered.

**Book Processing Services
(standard, LC MARC services)**

Complete Cataloging and Processing <i>(Includes Mylar jacket, spine label, barcode and MARC)</i>	\$1.19/unit
Cataloging and Processing without Mylar jacket <i>(Spine label, barcode and MARC)</i>	\$0.69/unit
Mylar jacket and kit, unfastened <i>(Includes Mylar jacket, spine label, book pocket and card, and card set)</i>	\$0.99/unit
Mylar Jacket (fastened or unfastened)	\$0.69/unit
Card Kit, unfastened <i>(Spine label, book pocket and card, and card set)</i>	\$0.79/unit
Catalog Card Set <i>(1 shelflist card, 2 main entry cards, 1 title card, and sufficient additional cards for added entries)</i>	\$0.79/unit
MARC Record	\$0.29/record
Cover Lamination (paperback cover reinforcement)	\$2.09/unit
Cover Lamination (polylaminate matte finish)	\$1.59/unit
Theft Detection – 3M or Checkpoint (attached)	\$0.49/unit
Theft Detection – 3M or Checkpoint (unattached)	\$0.45/unit
RFID – (attached blank Library supplied tag)	\$0.20/unit
RFID – (attached blank Library supplied tag and link to barcode)	\$0.49/unit

**Baker & Taylor
Terms and Conditions of Sale (DVD/Music CD Product)**

**Discount from
Manufacturer's Current List Price**

DVD	31.0 %
Music Compact Discs	28.0 %

List prices are manufacturer's suggested list prices, where available. In instances where no list price is supplied by the manufacturer, a list price will be assigned by Baker & Taylor.

B&T MARC Standard Services

Spoken Word Audio Cataloging/Processing

Baker & Taylor's standard B&T MARC services will provide a catalog record and printed spine label for any spoken word audio title annotated and advertised in our Forecast publication.

Pricing below reflects our most popular processing package. We will be pleased to provide pricing information for other components or packages upon request.

Processing Package \$ 2.65 / unit
(includes standard case, cut and insert publisher artwork, spine label, barcode, and ownership label)

DVD, Blu-ray or Music CD Cataloging / Processing

Baker & Taylor is pleased to offer B&T MARC AV cataloging and processing service for your consideration. This service provides 100% cataloging of new, annotated, advertised, and recommended DVD and CD music titles listed in our monthly publication, The ALERT. Each monthly issue lists from 250 to 400 new release and sell-through titles for which cataloging is available on "street date".

Cataloging

Baker & Taylor offers standard MARC records that meet national standards for Music CD and DVD/BD products. Each record contains a Dewey and Library of Congress call number and Library of Congress subject headings. In addition, Music CD records include the ANSCR classification. All records conform to AACRII or RDA rules.

Standard, edited record \$ 1.50 / record
(based upon options available through standard B&T MARC AV profile)

Unedited Record \$.75 / record

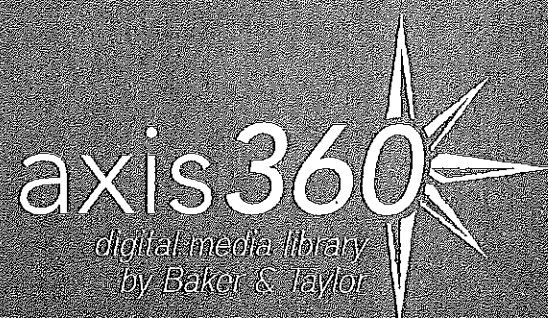
Processing

Remove shrink-wrap and security seals	\$.55 / unit
Remove shrink-wrap and re-package in standard plastic case.	\$ 1.00 / unit
Digital Media Processing	\$ 1.99 / unit
<i>(includes removal of shrink-wrap and security devices, re-package in standard case, insertion of scanned publisher artwork, and one embedded label)</i>	
Additional Embedded Labels	\$.15 / label
Hand Applied Labels	\$.25 / label
DVD/Blu-ray disc bundles	\$3.79 / bundle
<i>(includes removal of outer shrink-wrap and vendor security devices, re-packaging of each disc in upgraded DVD / Blu-ray cases (2), with scanned vendor cover artwork and two embedded labels per cover/case)</i>	

Component Options

Barcode Label	\$.25 / label
Custom Label	\$.25 / label
Date Due Slip	\$.25 / label
Label Protectors	\$.25 / label
Ownership Label	\$.25 / label
Pocket	\$.35 / unit
Spine Label	\$.25 / label
Library Supplied Stamp or Label	\$.15 / location
Theft Detection Device (select one)	
3M: DCD-2 (DVD, single sided)	\$ 1.50 / unit
3M: DCD-2 (Music CD).	\$ 1.50 / unit
CheckPoint: Plain Label.	\$.59 / unit
CheckPoint: Date Due Label.	\$.59 / unit
CheckPoint: Simulated Barcode Label	\$.59 / unit
RFID tag adherence (un-programmed).....	\$.44 / tag
RFID tag linking	\$.30 / tag

Exhibit
A-3



**Digital services & programs from
your trusted vendor partner**



*Baker & Taylor is your one-stop solution for
integrated print and digital collection services*

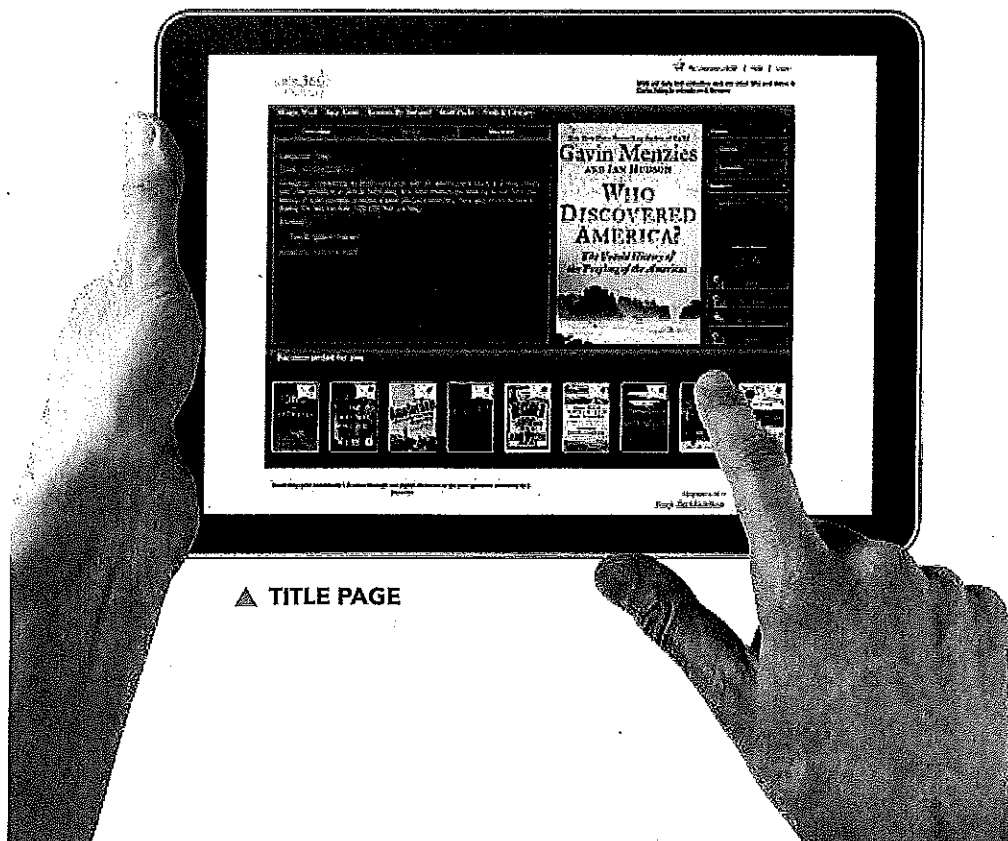


Baker & Taylor has been helping libraries with their book and entertainment collections for more than 180 years. We've created Axis 360 to ensure your digital collections run just as smoothly.

Axis 360 is a single solution that seamlessly integrates with your library's technology. It's easy to use, and with a cloud-based delivery of titles directly to devices, it's an unrivaled experience for library users.

Axis 360 libraries enjoy:

- ☑ Print and digital ordering from one source
- ☑ Title Source 360 or EDI ordering and invoicing via ILS systems
- ☑ eBooks and digital audiobooks in one repository
- ☑ All-in-one Axis 360 app with single sign-on
- ☑ Unique Magic Wall digital collections showcase
- ☑ Dedicated Relationship Managers assigned to your library
- ☑ Collection development librarians and programs
- ☑ API integration with ILSs, Discovery Tool and mobile app providers
- ☑ MyLibraryBookstore ecommerce options
- ☑ Axis 360 Marketing Support Site
- ☑ Automated integration with collectionHQ print and digital analytics



☑ Print and digital ordering from one source

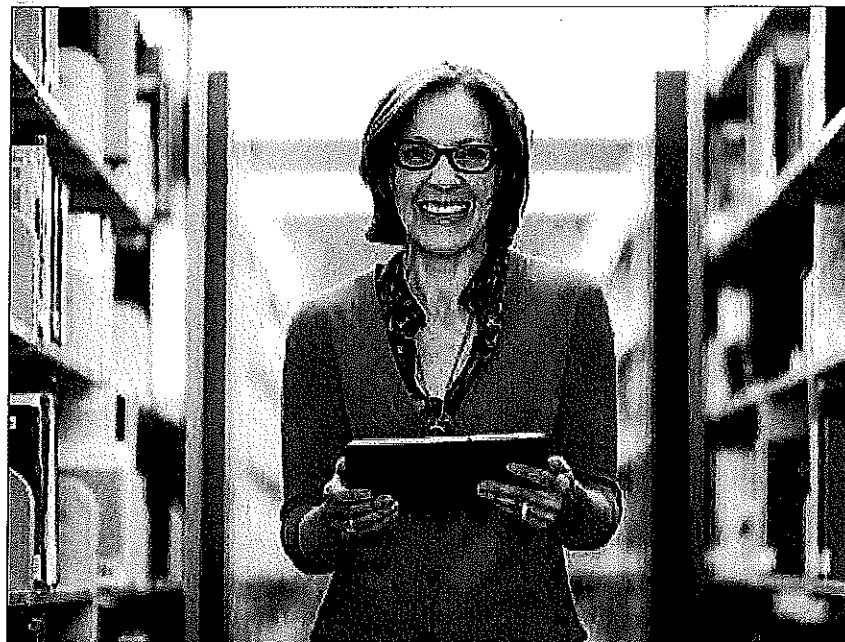
Through Baker & Taylor, you can order both print and digital collections from one trusted source.

- ✦ Discover and select all formats, managing your budget with the right balance of print and digital formats at the point of title consideration
- ✦ Streamline the selection of print and digital formats into one efficient workflow



TITLE SOURCE 360 ▶

Baker & Taylor and Axis 360 — library solutions that revolve around you.



☑ Title Source 360 or EDI ordering and invoicing via your ILS

Libraries can quickly discover, order and activate digital selections for Axis 360 via Title Source 360 electronic ordering tools. EDI ordering via your ILS vendor is also available, matching the process you use to acquire other library material formats.

eBooks and digital audiobooks in one repository

Axis 360 supports both ebook and digital audiobook circulation so you can offer comprehensive digital collections by choosing from hundreds of thousands of titles available for immediate circulation.

All-in-one Axis 360 app with single sign-on

With the all-in-one Axis 360 app, users can browse, check out and read or listen to ebooks and audiobooks using their iOS and Android devices.

The Axis 360 app includes:

- ✦ One-time login with your library ID
- ✦ In-app ebook reader and audiobook player
- ✦ No Adobe ID required
- ✦ Instant audiobook playback -- no waiting for downloads

Dedicated Relationship Managers assigned to your library

Relationship Managers will guide you through each step of your site setup and launch.

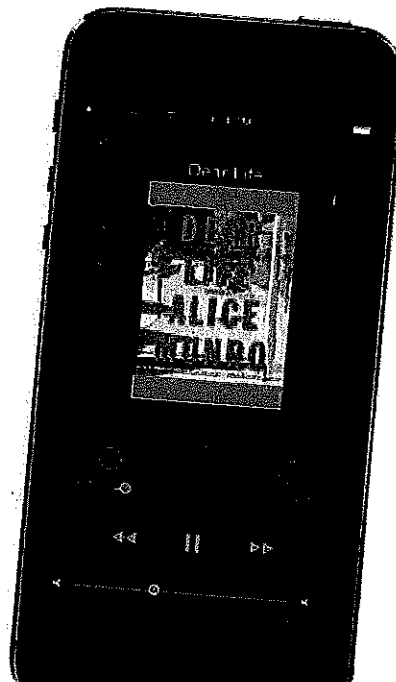
- ✦ Need collection development assistance with an opening day collection?
- ✦ Want guidance on best practices for communicating your new Axis 360 service to your community?
- ✦ Looking for new ways to engage patrons and grow the use of your digital services?

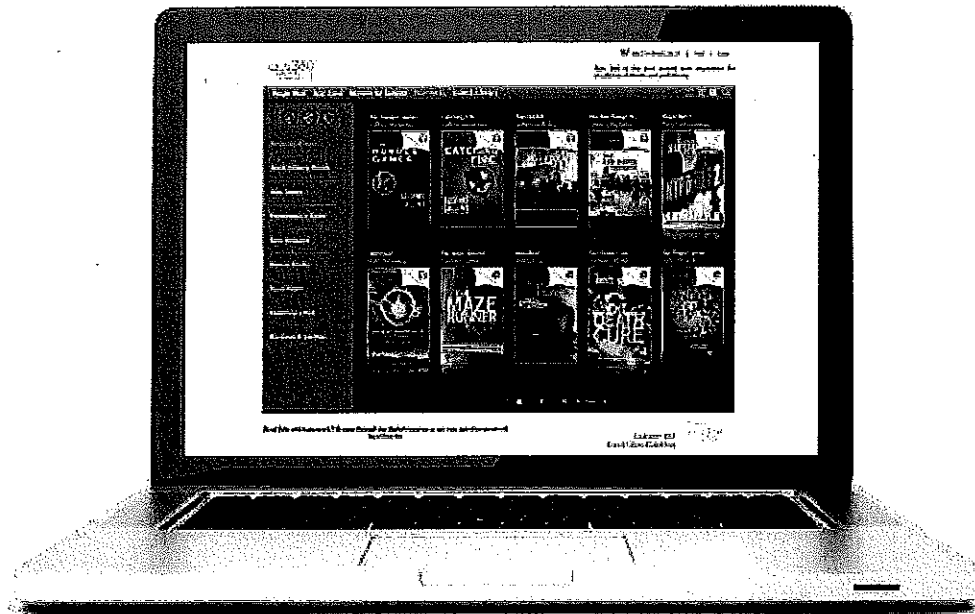
Relationship Managers are here to make your Axis 360 experience easy and effective.



▲ AXIS 360 APP

▼ AUDIOBOOKS





▲ CUSTOM SHOWCASE

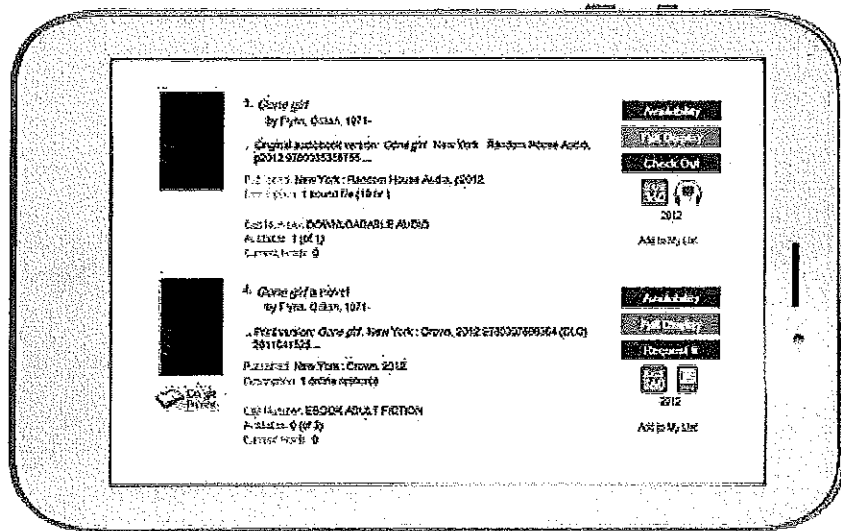
☑ Unique Magic Wall digital collections showcase

With Axis 360, libraries can design how their digital collections display to users. Create your own featured content landing pages to showcase titles of your choice. Choose from popular color theme settings to further brand your website pages. The site is customizable so you have control over messaging, color themes and how you display and feature content for your patrons — on demand.

☑ Collection development librarians and programs

Baker & Taylor is the only vendor providing comprehensive fulfillment of content in digital and print formats for all audiences, along with the best suite of collection development programs and value-added services in the industry.

- ✦ **Opening day collections** – custom selection lists and packaged starting collections for best-sellers, subjects and genres to launch your new ebook and audiobook services
- ✦ **Enriched metadata** – jacket art, reviews, excerpts, tables of contents, subject classifications, audience levels, accelerated reader and reading counts ratings to guide your title selections
- ✦ **FirstLook™ Digital** – notification plans for forthcoming ebook and audiobook new title releases
- ✦ **Pre-publication ordering** – new titles made available in your Axis 360 collection on their release dates
- ✦ **Series and authors standing order plans** – automatic fulfillment or notifications for popular authors and hundreds of series, including travel guides, test prep, teen fiction and more



▲ API INTEGRATION

☑ API integration with ILSs, Discovery Tools and mobile app providers

Axis 360 offers a full suite of APIs, making it easy for libraries to integrate digital services with their ILS, discovery layer or mobile library app, allowing users to discover and borrow digital content in a simplified experience.

- ✦ Real-time inventory display in the OPAC
- ✦ Check out and place holds from the library's website
- ✦ Borrowing and holds activity reflected in patron accounts
- ✦ Activities performed on the Axis 360 website synced to patron accounts
- ✦ Digital circulation and holds reporting from your ILS



☑ MyLibraryBookstore ecommerce options

MyLibraryBookstore (MLB) provides an ecommerce option for patrons via Buy Now links on your Axis 360 website, creating an interactive relationship within your community. MLB is an online store that lets library users shop where they discover new authors and new ideas, and where their purchases will directly benefit the library and its programs. MLB stores offer users a purchase option for books, ebooks, digital audiobooks, movies and music.



Axis 360 Marketing Support Site

Baker & Taylor is committed to supporting your library through the launch of Axis 360 and beyond, providing marketing materials, staff training and end-user guidance to help you introduce patrons to your new digital service and build ongoing circulation. Promotional materials and a library of Web and social media resources are available on demand. The Axis 360 Marketing Support Site is an easy to use, dynamic portal that provides an ever-growing library of materials designed to help you promote your Axis 360 service, and to guide and support your library users. Visit mycustomreach.com/axis360 to download our collection of Web ads, posters, shelf-talkers and more.

Automated integration with collectionHQ print and digital analytics

collectionHQ now analyzes digital content circulation in addition to print. Axis 360 data is automatically imported into collectionHQ to provide collection performance metrics across all formats in your library's collection.

GALE E-CONTENT SERVICES

Gale E-Book titles are now available from Baker & Taylor! Customers may purchase titles for popular Gale OnLine Platforms, such as Gale Virtual Reference Library, Gale Directory Library, and Literary Criticism OnLine.

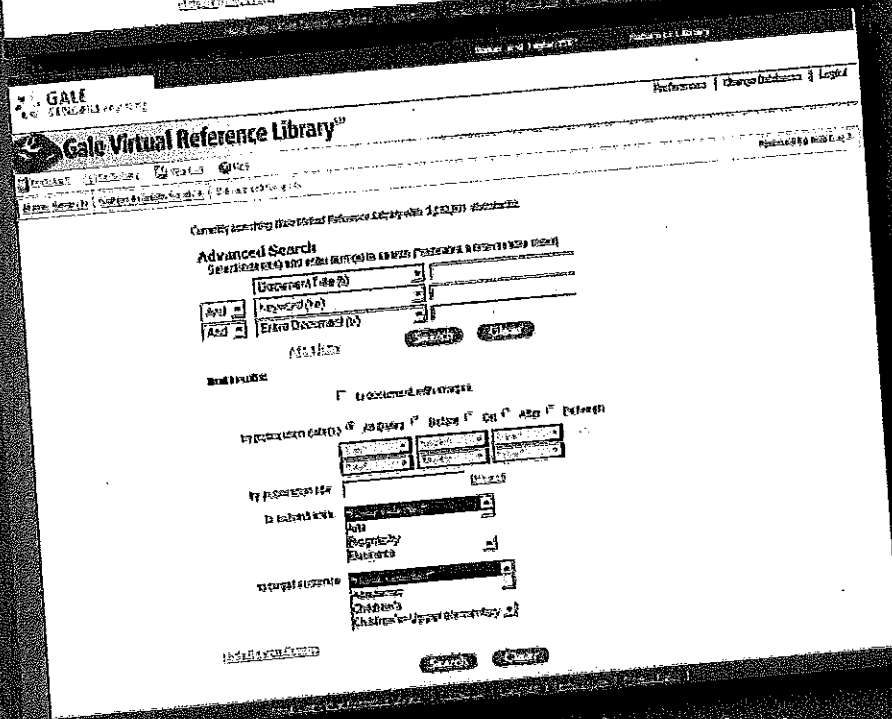
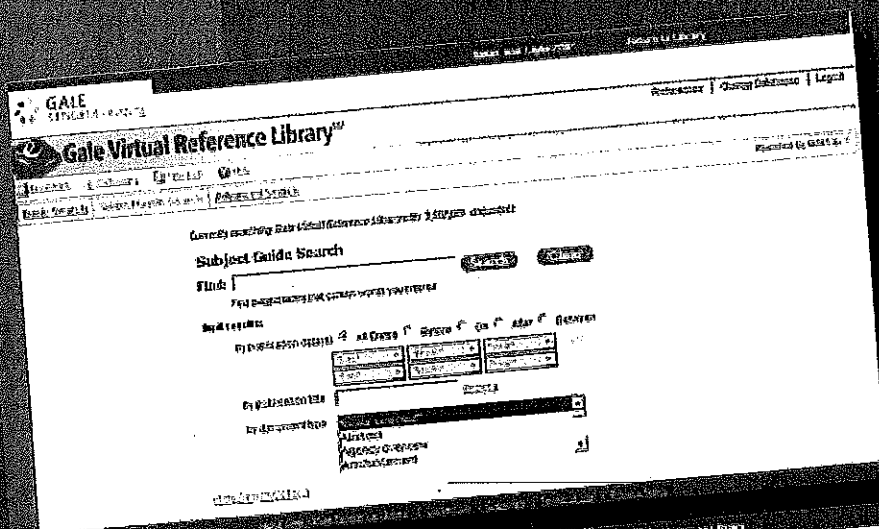
Please see the following pages for additional information.

Prices will vary, based upon Library circulation requirements. Please contact your Sales Consultant for assistance with pricing information.

Now Available through Baker & Taylor

GALE VIRTUAL REFERENCE LIBRARY

Gale Virtual Reference Library transforms a collection of reference titles, from Gale and other premier publishers, into a fully-indexed and searchable database. And, Baker & Taylor makes it easier than ever before to order Gale Virtual Reference Library titles and manage your electronic reference collection.



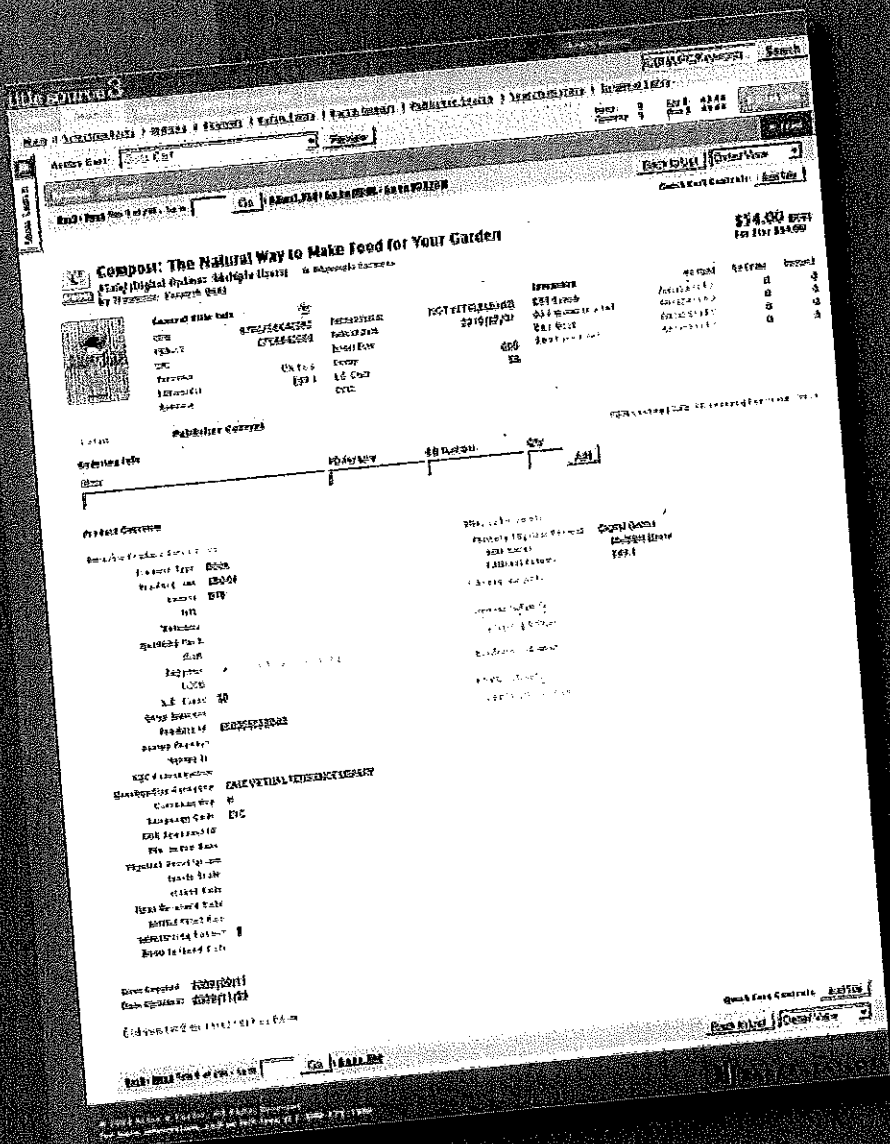
Gale electronic resources deliver solid advantages:

- All titles are accessible 24/7 from any Internet-connected computer.
- Countless users can access the material simultaneously – inside the library or out.
- Materials are fully cross-searchable with many Gale resources.
- Electronic editions allow you to free up valuable shelf space.
- Online content is provided by one trusted and valued source.
- Users can generate citations easily.
- Special hardware or e-readers are not necessary.
- Electronic content eliminates replacement issues.
- Physical processing and maintenance costs are eliminated.
- Reference content usage is increased.

Gale Virtual Reference Library offers:

- Authoritative references, updated and in electronic format
- Integrated searching across all titles in your collection
- Enhanced content not included in the print format
- Ability to print, e-mail and download articles
- ReadSpeaker technology (text-to-speech), allowing text to be read aloud to users and downloaded in MP3 format
- On-demand content translated into 11 languages

Now you can fill your virtual shelves with electronic references covering a wide variety of topics and subjects, from Gale and other premier reference publishers.



VIRTUAL REFERENCE
LIBRARY
GALE

Benefits of ordering Gale e-books through Baker & Taylor:

- Streamline your acquisition process by integrating e-book purchases with print book purchases.
- Use Baker & Taylor's FirstLook Services to find out about new titles.
- Leverage the search capabilities of Title Source™ 3 to find titles by premier reference publishers available on the Gale Virtual Reference Library platform.
- Use Baker & Taylor's standing order plans to have titles automatically available for your patrons at the time of publication.
- Cataloging records for all titles are available via the Gale website.



BAKER & TAYLOR
The future delivered.

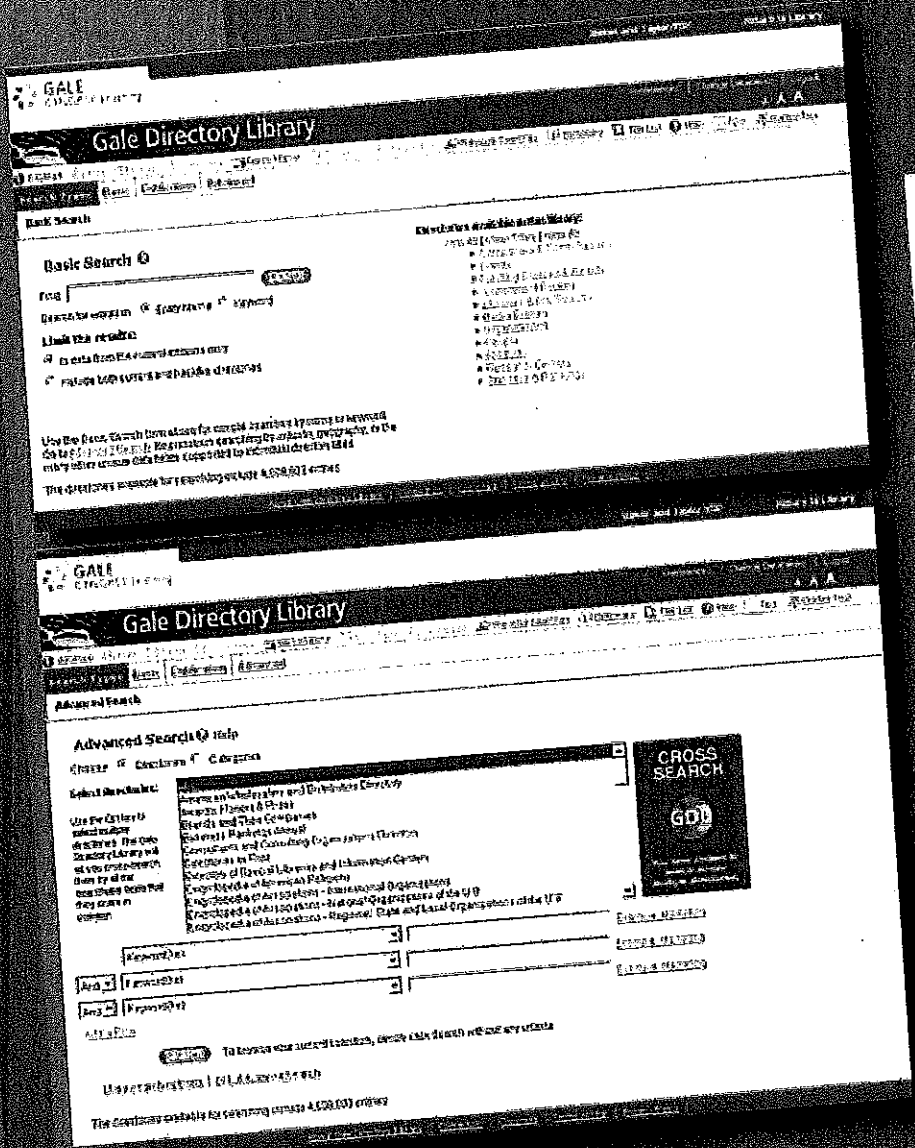
To learn more about Gale Virtual Reference Library, please contact your local sales consultant or e-mail Gale@baker-taylor.com

www.baker-taylor.com

Now Available through Baker & Taylor

GALE DIRECTORY LIBRARY

Gale Directory Library makes directory information more accessible and useful than in print editions. And, Baker & Taylor makes it easier than ever before to order Gale Directory Library titles and manage your reference collection.



Gale electronic resources deliver solid advantages:

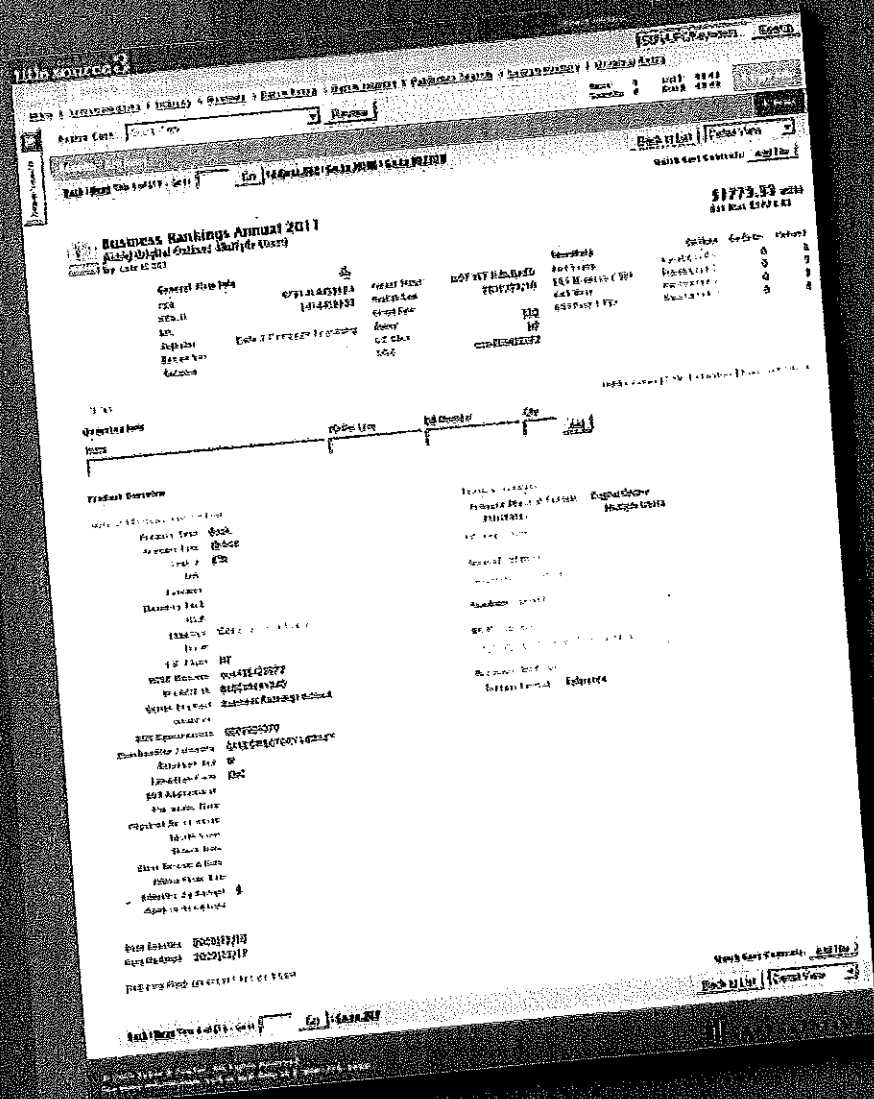
- All titles are accessible 24/7 from any Internet-connected computer.
- Countless users can access the material simultaneously – inside the library or out.
- Electronic editions allow you to free up valuable shelf space.
- Online content is provided by one trusted and valued source.
- Users can generate citations easily.
- Special hardware or e-readers are not necessary.
- Electronic content eliminates replacement issues.
- Physical processing and maintenance costs are eliminated.
- Reference content usage is increased.

Gale Directory Library allows researchers to:

- Transform traditional print titles into a fully-searchable database
- Export data for further sorting and analysis, or to generate mailing lists
- Print, e-mail or download individual entries
- Extend research through hot-linked websites and e-mail addresses
- Generate custom search results from marked items lists
- Access and analyze historical data through available directory backfiles

With Gale Directory Library, research is easy. From the basic or advanced search screens, users can limit searches to only the most current data or the entire backfile. Researchers can also limit searches to specific years.

In addition to helping you build a collection of directory data over time, Gale Directory Library offers an archive of historical directory data to get you started right away.



DIRECTORY LIBRARY GALE

Benefits of ordering Gale Directory Library titles through Baker & Taylor:

- Streamline your acquisition process by integrating e-book purchases with print book purchases.
- Use Baker & Taylor's FirstLook Services to find out about new titles.
- Leverage the search capabilities of Title Source™ 3 to find titles on specific subjects.
- Use Baker & Taylor's standing order plans to have titles automatically available for your patrons at the time of publication.
- Continue to access cataloging records via the Gale website.



BAKER & TAYLOR
The future delivered.

To learn more about Gale Directory Library, please contact your local Sales Consultant or e-mail us at btgale@baker-taylor.com.

www.baker-taylor.com



DIG DEEP WITH THE WORLD'S LARGEST CURATED ONLINE COLLECTION OF ITS KIND

ATTRACT, ENGAGE AND INFORM RESEARCHERS

Offering centuries of analysis — scholarly and popular commentary from books, journals, magazines, broadsheets, pamphlets, diaries and newspapers — *Literature Criticism Online* attracts researchers with an easy-to-use online format that matches the look and feel of the print originals.

More than 200,000 reprinted essays provide both critical perspectives and in-depth contextual information needed to understand the social, political and historical implications of a work.

This ever-growing collection is where researchers can:

- ❖ Compare 18th- and 20th-century perspectives on anti-Semitism in "The Merchant of Venice"
- ❖ Explore how the theme of fate in "The Aeneid" has been interpreted through the centuries
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Barbara Kingsolver
1955-

American novelist, short story writer, essayist, non-fiction writer, and poet

The following entry presents an overview of Kingsolver's career through 2004. For further information on her life and works, see CLC volumes 55, 81, and 130.

INTRODUCTION

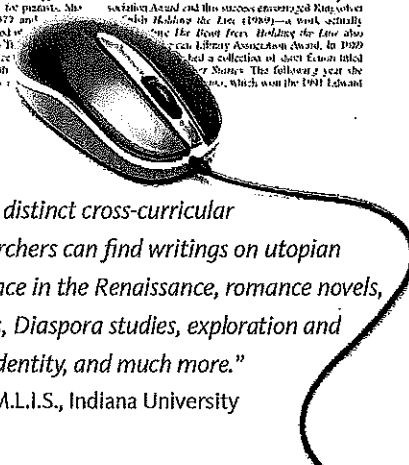
A celebrated and popular novelist, Kingsolver is widely recognized for crafting strong, working-class female protagonists concerned with such social and political issues as poverty, environmental issues, and human rights violations. Her characters find strength in families, gaining to learn that poverty gives power (rather than pain) Kingsolver is best known for the novels *The Bean Trees* (1988), *Providence* (1990), *Pigs in Heaven* (1993), *The Poisonwood Bible* (1998), and *Prodigal Sisters* (2004). Kingsolver's fiction provides a detailed picture of contemporary America along with many of its attendant (th. A. Fisher Publishers has noted, "In her books, Kingsolver grapples with enduring cultural values, social justice issues, ecological awareness, and the intersection of private and public concerns."

BIOGRAPHICAL INFORMATION

Kingsolver was born in Annapolis, Maryland, to Wendell and Virginia Lee Kingsolver on April 8, 1955. She grew up in Carlinville, Kentucky, a tobacco-growing region of Appalachia, the middle child of three. Her father was a country physician with a family practice in which her mother also worked. In 1963, when Kingsolver was seven years old, her family moved to the Belgian Congo for a year. The family also lived in St. Louis in 1967, where her father served as a physician in a convalescent hospital. Kingsolver was a tall and chunky adolescent who did not fit in well with her peers. A pianist, she won a music scholarship to Belmont University in Indiana, but later changed her major to biology when she realized that there were few jobs for pianists. She graduated magna cum laude in 1977 and immediately moved to live in France for a period. She returned to the U.S., she studied in the U.S. and in 1981 earned a Master's of Science degree and evolutionary biology from the University of Arizona. She began doctoral studies in



biology but left to take a job as a scientific writer for the Office of Land Studies at the University of Arizona. Kingsolver was an activist in the Sanctuary movement for refugees in Central America and in the ecological and humanitarian movements. Most of her journalism has focused on these subjects. In 1983 Kingsolver married Joseph Hoffman, a chemist. While pregnant with her first child and working full-time as a journalist, Kingsolver endured a serious bout of insomnia for which her doctor prescribed scrubbing the bathroom (the, instead, she began to write *The Bean Trees*. Within twenty-four hours of the birth of her child, Kingsolver had received a publishing deal for the book. *The Bean Trees* won the 1988 American Library Association Award and the success encouraged Kingsolver to write *Holding the Line* (1989)—a work, actually published by the same publisher. *Holding the Line* also won the 1990 Library Association Award. In 1990, Kingsolver published a collection of short fiction titled *Prodigal Sisters*. The following year she published *Pigs in Heaven*, which won the 1991 Edward

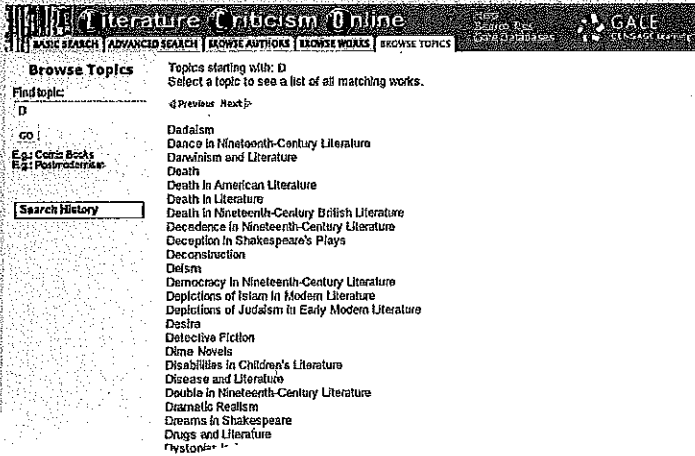


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- ❖ **NAMED AUTHOR** searches the entire collection for entries about a specific author and his or her works
- ❖ **NAMED WORK** searches the entire collection for information about a specific work
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Exhibit B
Category Definitions

Category Definitions

- I. Adult Trade Hardcover Editions (O, C) (may include some spoken word audio materials)**
High demand materials from widely distributed publishers designed for the general consumer, usually dealing with a subject matter having broad mass appeal. These titles are typically released in hardback and can be either fiction or current non-fiction. Publisher promotional/media expenditures and print runs are customarily higher for these titles than for most others. Inventory is maintained with preferred stock status (regularly stocked in three to four major warehouses). An example of a trade edition would be: 14th Deadly Sin by James Patterson, ISBN: 9780316404021.
- II. Juvenile Trade Hardcover Editions (J)**
High demand, juvenile materials from widely distributed publishers designed for the general consumer, usually dealing with a subject matter having broad mass appeal. These titles are typically released in hardback and can be either fiction or current non-fiction. Publisher promotional/media expenditures and print runs are customarily higher for these titles than for most others. Inventory is maintained with preferred stock status (regularly stocked in three to four major warehouses). An example of a trade edition would be: Are You Ready to Play Outside by Mo Willems, ISBN: 9781423113478.
- III. Adult Quality Paperback Editions (B, C)**
High demand paperback materials from widely distributed publishers, other than the standard rack size paperback, typically found in bookstores and other retail outlets. Inventory is maintained with preferred stock status (regularly stocked in three to four major warehouses). An example of a quality paperback would be: The Boys in the Boat by Daniel Brown, ISBN 9780143125471.
- IV. Juvenile Quality Paperback Editions (G)**
High demand, juvenile paperback materials from widely distributed publishers, other than the standard rack size paperback, typically found in bookstores and other retail outlets. Inventory is maintained with preferred stock status (regularly stocked in three to four major warehouses). An example of a quality paperback would be: Tuck Everlasting by Natalie Babbitt, ISBN: 9780312369811.
- V. Mass Market Paperback Editions (P)**
A standard rack size paperback typically found in bookstores or other retail outlets. An example of a mass market paperback would be: The City of Ember by Jeanne Duprau, ISBN: 9780375822742.
- VI. Single Edition Reinforced (R)**
A high quality binding designed to provide a long shelf life in a heavy use environment. Although the binding is fanned and glued it may not be sewn, which is typically found in the publisher library edition. Subject content can include both fictional and non-fiction works appealing to juveniles as well as adults. These bindings are identified by the publisher to Baker & Taylor. An example of a single edition reinforced binding would be: Because of Winn Dixie by Kate DiCamillo, ISBN 9780763650070.
- VII. Publisher Library Editions (Z)**
Fiction as well as non-fiction materials appealing to both juveniles and adults, designed with the rugged durability required of the environment typically found in a library setting. Publisher Library Editions are traditionally of the highest quality, usually fanned, sewn and glued to provide the greatest possible shelf life of any binding. These bindings are identified by the publisher to Baker & Taylor. An example of a publisher library edition would be: Curious George Visits the Library by Margaret Rey, ISBN: 9781599614199.
- VIII. University Press Trade Editions (A) (may include some spoken word audio materials)**
This category would include any University Press Trade Editions, both adult and juvenile, and are subject to publisher reclassification. An example of a university press trade edition would be: Alexander McQueen: Savage Beauty by Andrew Bolton, ISBN: 9780300169782.
- IX. Text, Technical, Reference, Small Press, and/or Titles of Limited Demand (S, X, N, L, M, V, T, U, W, Letter O, 1, 4, 5, 6, 7, 8)**
Category of materials includes, but is not limited to, text, technical, reference, professional medical, small press, and some university press titles (excluding University Press Trade Editions). It includes titles purchased from publishers on a non-returnable basis, those publishers that extend little discount to Baker & Taylor, and publishers whose titles have limited sales volume based upon a semi-annual review.

It includes individual titles which do not qualify for preferred stock status (based upon a quarterly review) and individual titles which qualify for preferred stock status, but have limited demand (calculated over a rolling 12 month period). Additionally, any publisher which is not in compliance with some of Baker & Taylor's purchasing requirements could be in this category. Materials in this category are both adult and juvenile, may be of any binding and may include some spoken word audio materials.

Examples within this category would be: The Merck Index, ISBN: 9781849736701, Strategies That Work, ISBN: 9781571104816, Beauty and the Beast, ISBN: 9781566563871, Generals of the Bulge: Leadership in the U.S. Army's Greatest Battle, ISBN 9780811711999, Frankie Works the Night Shift, ISBN 9780060090951, and Floods, ISBN 9781624030031
- X. Imported English and Non-English Language Editions (E,K,3)**
Titles produced and distributed outside of the domestic US. These titles may be of any binding type and represent various publishers. An example would be El Angel Caido by Nalini Singh, ISBN 9788490625224.
- XI. Enhanced Service Program Titles (Y/Q)**
This category includes materials where Baker & Taylor receives no discount from the publisher, or prepayment is required by the publisher, or publishers which have restrictions on returns, or books of small or non-commercial publishers with limited sales volume based upon a semi-annual review. Any publisher which is not in compliance with Baker & Taylor's purchasing requirements would be in this category. Materials in this category may be of any binding. These titles will receive no discount and are subject to a service charge. An example within this category would be: Business Income Coverage Guide, ISBN: 9781941627532.
- XII. Spoken Word Audio (H)**
Materials designed for the general consumer, usually dealing with a subject matter having broad mass appeal. These titles can be either fiction or current non-fiction. An example of a spoken word audio edition would be: The Complete Sherlock Holmes by Sir Arthur Conan Doyle, ISBN: 9781491542286.
- XIII. Board Books (I)**
Durable materials from widely distributed domestic publishers designed for young children; pages are manufactured of heavy gauge cardboard to prevent tearing. These editions typically feature few pages, simple themes and colorful illustrations or photographs. An example of a board book would be: Runaway Bunny by Margaret Wise Brown, ISBN: 9780061074295.
- XIV. Novelty Items/Activity Books (I)**
Specially packaged gift set or novelty item related to a book product or attached as an accessory to a book product. These items would include a book with toy, rag books, washable cloth books, books with accessories or kits, electronic sound books, sticker books, tracing books or coloring books. This category also includes any non-book merchandise such as model kits, hobby kits, flash cards or jigsaw puzzles. An example of an item in this category would be: Very Hungry Caterpillar Cookbook & Cookie Cutters Kit by Lara Starr, ISBN 9781452125527.
- XV. Special Programs (D and E as indicated in Exhibit A)**
Programs, formats, or editions offered only by Baker & Taylor or not included in any other category. These programs include but may not be limited to PawPrints and Turtleback editions. Examples of items in this category would be: Clifford's Valentines Day by Norman Bridwell, ISBN 9781435201736 (PawPrints prebound edition) and Junie B. Jones is Captain Field Day by Barbara Park, ISBN 9780613337670 (Turtleback prebound edition)

Exhibit C

Enhanced Services Program

Enhanced Services Program

Baker & Taylor is pleased to provide a service that will save the library time and money when procuring titles from small or hard to find publishers. By utilizing B&T's vast publisher and title database, the library can purchase a wide variety of low demand and small print run titles from associations and limited edition, prepayment, and non-returnable publishers.

Baker & Taylor's Enhanced Services Program provides libraries with access to millions of active book titles representing over 75,000 imprints. This breadth of coverage is greater than that of any other book industry wholesaler.

The "ESP" program builds on B&T's already outstanding publisher relations by:

- ◆ Expanding our vendor relations team responsible for the follow-up of all publisher orders, thereby improving the speed of delivery of all titles to the library.
- ◆ Widening our publisher base to include hundreds of small non-commercial publishers formerly considered "Apply Direct" by the book industry.
- ◆ Increasing our reporting capabilities by providing order status for 100% of all title not yet published and by supplying anticipated release dates for all out of stock items.

Titles supplied from small non-commercial publishers which require prepayment or where B&T receives no discount from the publisher will be invoiced at list price + \$4.95/unit.

In order to provide these enhanced title acquisition services, B&T will apply a service charge to qualifying titles. If you would like to determine whether a specific title belongs to this program, you may check the Title Source, Baker & Taylor's title database. These titles will appear with a Y or Q in the discount code field. You may also telephone your Customer Service or Order Entry Representative to determine program titles before placing an order.

As a convenience to the library, B&T can exclude these titles from all orders by adjusting the library's account profile. Please contact Customer Service at 800-775-1200 for additional information.

Exhibit D
Return Policies



BAKER & TAYLOR
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Exhibit D

Institutional Returns Policy (Revised July 2015)

The following guidelines are required to ensure prompt handling of your return. All product returns (excluding Book Leasing programs) require prior authorization from a Customer Service Representative. **You may contact your appropriate representative via the toll-free number listed on your packing list.**

How to Obtain Return Authorization

Please use the Return Authorization Form from your shipment's packing list to make all returns. Contact your Customer Service Representative for return authorization. **All claims must be made within 45 days from the date of invoice.**

1. When calling for return authorization, please have the following information available:
 - A. Return Authorization Form
 - B. Your account number and ATS# from the shipment's packing list (located mid-page under the Return Authorization Form explanation)
 - C. Reason for the claim/return
 - D. Action being requested -
 1. Replacement of product
 2. Credit to your account; no replacement product necessary
2. Your Customer Service Representative will assign your return an authorization number (RTA#). To expedite the process, please clearly mark the RTA# on the Return Authorization Form and on the outside of the carton in the upper right corner from the shipping label.
3. Make your return via an insured and traceable carrier; Baker & Taylor is not liable for returns lost in transit.
4. **Products incorrectly shipped by Baker & Taylor may be returned with authorization within 45 days of the product's date of invoice.** Product(s) meeting the definition of Publisher defective may be returned with prior authorization within six months of the product's date of invoice. Products purchased with value-added processing services which have been shipped as ordered are considered non-returnable.

DAMAGED SHIPMENTS: If you receive a damaged carton(s) which resulted in damaged product(s), please hold the product(s) and save the carton for Carrier inspection. If the damage is visible at the time of delivery, bring it to the Carrier's attention and note it on the Bill of Lading. Then, contact your Baker & Taylor Customer Service Representative via the toll-free number listed on the packing list.

CLAIMING SHORTAGES: Please check your packing list or invoice before claiming shortages. **All claims must be made within 45 days from the product's invoice date.** Please ensure you have received all cartons of a shipment prior to signing for receipt from the Carrier. Cartons you have signed for as received from the Carrier are not claimable as shortages from Baker & Taylor.

INTERNATIONAL CUSTOMERS ONLY: For information on making returns of damaged, defective, or incorrect products, please contact your local International Sales Office or our International Customer Service Department (internationallibrarycustomerservice@baker-taylor.com). You may also refer to the website

http://www.btol.com/international/libraries_details.cfm?sideMenu=Contact%20Us&home=home_help_details.cfm&ctx=1

All returns should be sent to:

Baker & Taylor Returns Center
Department R
251 Mt. Olive Church Road
Commerce, GA 30599

C

ONTINUATION SERVICES

FROM BAKER & TAYLOR

STANDING-ORDER CANCELLATION AND RETURN POLICY

(Effective July 2015)

Baker & Taylor Continuation Services is a customized standing-order program designed for public, academic and school libraries. Customers may sign up for series on a standing-order basis, and will automatically receive every publication as they become available from publishers. Due to the nature of this program, only the exact amount of required books is ordered from each publisher on behalf of profiled customers. It is therefore necessary to adhere to a firm cancellation/return policy.

CANCELLATION POLICY

The customer must notify Continuation Services 1.800.775.3600 at least 30 DAYS PRIOR TO PUBLICATION DATE to request the cancellation of a title or the deletion of a series from their profile.

To keep customers informed of their backordered titles, Continuation Services shipments include a Backorder Status Report. This report lists titles, which a customer can expect to receive within the next three months. NOTE: Backorder Status Reports should be reviewed immediately upon receipt of shipment. Also, Master Profile Reports, a listing of all series on a customer's standing-order profile, are available upon request. Registered users may also view/maintain their standing order profiles and backordered titles via <http://compass.btol.com>.

RETURN POLICY

The following guidelines are required to ensure prompt handling of your return. All Continuation Services product returns require authorization from your Continuation Services Customer Account Representative in Bridgewater, New Jersey 1.800.775.3600.

- Products incorrectly shipped by Baker & Taylor may be returned with authorization within 45 days of the product's date of invoice.
- Product(s) meeting the definition of Publisher defective may be returned with prior authorization within six months of the product's date of invoice.
- Products purchased with value-added processing services, that have been shipped as ordered or properly stamped by your library, are considered non-returnable.
- A title, which is ordered and received through Baker & Taylor Continuation Services, cannot be returned if a duplicate is received from another source. These books should be returned to the other supplier.

HOW TO OBTAIN RETURN AUTHORIZATION

Please use the Return Authorization Form from your shipment's packing list to make all returns. Contact your Continuation Services Customer Account Representative at 1.800.775.3600 for return authorization. All claims for damages and shortages must be made within 45 days from the date of invoice.

1. When calling for return authorization, please have the following information available:
 - A. Return Authorization Form- attached to the carton packing list
 - B. Your Continuation Services "C" account number, invoice and/or ATS# from the shipment's packing list
 - C. Reason for claim/return
 - D. Action being requested:
 - a. Replacement of product
 - b. Credit to your account; no replacement product necessary
2. Your Customer Account Representative will assign your return an authorization number (RTA#). To expedite the process, please clearly mark the RTA number on the Return Authorization Form and on the outside of the carton in the upper right corner of the shipping label.
Ship Returns to: Baker & Taylor Returns Center, Dept. R, 251 Mount Olive Church Road, Commerce, GA 30599
3. Make your return via an insured and traceable carrier; Baker & Taylor is not liable for returns lost in transit.

DAMAGED SHIPMENTS

If you receive a damaged carton(s), which resulted in a damaged product(s), please hold the product(s) and save the carton for Carrier inspection. If the damage is visible at the time of delivery, bring it to the Carrier's attention and note it on the Bill of Lading. Then, contact your Baker & Taylor Continuation Services Customer Account Representative via the toll-free number listed above.

CLAIMING SHORTAGES

Please check your packing list or invoice before claiming shortages. All shortage claims must be made within 45 days from the product's invoice date. Please ensure you have received all cartons of a shipment prior to signing for receipt from the Carrier. Cartons you have signed for as received from the carrier are not claimable as shortages from Baker & Taylor.

Continuation Services • 120 US Route 22 East • Bridgewater, NJ • 1.800.775.3600 • Fax 908.541.7867
<http://compass.btol.com>

Library & Education Account Audio/Video Product Returns Policy

The following guidelines are required to ensure the prompt handling of your Audio / Video (AV) returns; Music CD, DVD and Blu-ray product. All AV product returns (excluding DVD lease return product - please contact AV Customer Service for separate return procedures for your DVD Lease program product) require prior return authorization from an AV Customer Service Representative. **Please contact your AV Customer Service Rep at 800-775-1700.**

How to Obtain Return Authorization

Contact your AV Customer Service Representative for return authorization numbers. **All claims must be made within 45 days of invoice date.**

1. When calling for return authorization, please have the following information available:
 - A. Your account number and invoice #s
 - B. Reason for the claim/return
 - C. Action being requested -
 1. Replacement of product (defective return will receive a replacement of the same title)
 2. Credit to your account; no replacement product necessary for mis-ships
 3. Overstock return credit requires Customer Service Mgr and Sales Mgr approval
2. Your AV Customer Service Representative will assign your return an authorization number (RA#). To expedite the process, please clearly mark the RA# on the outside of the carton in the upper right corner from the shipping label and on inserted documents.
3. Ship your return via an insured and traceable carrier; Baker & Taylor is not liable for returns lost in transit.
4. **Products incorrectly shipped by Baker & Taylor require an authorization to be returned. Product should be returned within seven days of invoice date; must be returned within 45 days of the product's invoice date.** Product(s) meeting the definition of a Manufacturer's defective may be returned with a prior authorization. Products purchased with value-added processing services which have been shipped as ordered are considered non-returnable, unless disc is defective. In this case, a replacement of same title will be sent (multi disc sets require all discs to be returned).

DAMAGED SHIPMENTS: If you receive a damaged carton(s) which resulted in damaged Audio/Video product(s), please hold the product(s) and save the carton for Carrier inspection. If the damage is visible at the time of delivery, bring it to the Carrier's attention and note it on the Bill of Lading. Then, contact your Baker & Taylor AV Customer Service Rep via the toll-free number above.

CLAIMING SHORTAGES: Please check your packing list or invoice before claiming shortages. **All claims must be made within 15 days from the product's invoice date.** Please ensure you have received all cartons of a shipment prior to signing for receipt from the Carrier. Cartons you have signed for as received from the Carrier are not claimable as shortages from Baker & Taylor.

All returns with RA# should be sent promptly to:

**Baker & Taylor Returns Center
Dept. R
251 Mt. Olive Church Road
Commerce, GA 30599**

Questions? Contact your B&T
AV Customer Service Rep (800.775-1700)

Email via AVInfo@Baker-Taylor.com or
LibraryAVcustomerservice@baker-taylor.com

Exhibit E

Ordering & Contact Information

TOLL-FREE NUMBERS AND ADDRESSES OF BAKER & TAYLOR CONTACTS

PLACING ORDERS: To order electronically: Baker & Taylor Online may be accessed via our website: www.baker-taylor.com.

Print Orders (Book and Spoken Word):

Baker & Taylor, LLC
 Attn: Ordering Department
 3584 Old Maysville Road
 Commerce, GA 30529
 Toll-Free Phone 800-775-1100
 Toll-Free Fax 800-775-7480

Continuation Service (Standing Orders)

Baker & Taylor, LLC
 Attn: Continuation Services
 1120 US Route 22, East
 Bridgewater, NJ 08807-0885
 Toll-Free Telephone 800 775-3600
 Toll-Free Fax 800 775-1600

DVD, & Music CD Products

Baker & Taylor, LLC
 Attn: Library Services
 875 Greentree Road
 Suite 678
 Seven Parkway Center
 Pittsburgh, PA 15220
 Order by Phone: 800-775-2600
 Order by Fax: 888-285-8922

CUSTOMER SERVICE
Book and Spoken Word

ALABAMA MEMBERS	FLORIDA MEMBERS	KENTUCKY MEMBERS
Delilah Waldrop Customer Service Representative (800) 775-1200 extension 2434 Email: delilah.waldrop@baker-taylor.com	Cretia Fitzpatrick Customer Service Representative (800) 775-1200 extension 2264 Email: cretia.fitzpatrick@baker-taylor.com	Kim Waldrop Customer Service Representative (800) 775-1200 extension 2764 Email: kim.waldrop@baker-taylor.com
NORTH CAROLINA /WEST VIRGINIA MEMBERS	TENNESSEE MEMBERS	VIRGINIA MEMBERS
Carol LeMasters Customer Service Representative (800) 775-1200 extension 2212 Email: carol.lemaster@baker-taylor.com	Andrea Turner Customer Service Representative (800) 775-1200 extension 2281 Email: andrea.turner@baker-taylor.com	Michelle Lipscomb Customer Service Representative (800) 775-1200 extension 2745 Email: michelle.lipscomb@baker-taylor.com

Continuation Services

ALABAMA / NORTH CAROLINA / TENNESSEE MEMBERS	FLORIDA MEMBERS	KENTUCKY MEMBERS	VIRGINIA / WEST VIRGINIA MEMBERS
Sharlene Presley Customer Service Representative (800) 775-3600 extension 7303 Email: presles@baker-taylor.com	Jennifer Kennedy Customer Service Representative (800) 775-3600 extension 7293 Email: kennedj@baker-taylor.com	Arnetha Johnson Customer Service Representative (800) 775-3600 extension 7295 Email: johnsoas@baker-taylor.com	Jean Thomas Customer Service Representative (800) 775-3600 extension 7279 Email: thomasj@baker-taylor.com

AV Material

ALABAMA / TENNESSEE MEMBERS	FLORIDA MEMBERS	KENTUCKY MEMBERS
Dan Metro Customer Service Representative (800) 775-2600 extension 2097 Email: dan.metro@baker-taylor.com	Vicki Doherty Customer Service Representative (800) 775-2600 extension 2046 Email: vicki.doherty@baker-taylor.com	David Salsbury Customer Service Representative (800) 775-2600 extension 2026 Email: david.salsbury@baker-taylor.com
NORTH CAROLINA /WEST VIRGINIA MEMBERS	VIRGINIA MEMBERS	
Jackie Stocker Customer Service Representative (800) 775-2600 extension 2162 Email: jackie.stocker@baker-taylor.com	Heidi Metro Customer Service Representative (800) 775-2600 extension 2135 Email: heidi.metro@baker-taylor.com	

REMIT ADDRESS (Lockbox)

Baker & Taylor, LLC
 PO Box 277930
 Atlanta, GA 30384-7930

CUSTOMER FINANCIAL SERVICES:

Baker & Taylor, LLC
 2550 West Tyvola Road; Suite 300
 Charlotte, NC 28217
 Phone: 800-340-5370
 Accts. Receivable Fax: 704-998-3314
 Email: dl-cfs_inst@baker-taylor.com

Exhibit F
Continuation Services

Continuation Services Program Description

Since 1958, Baker & Taylor has serviced over 6,000 public, academic and school libraries worldwide with our Continuation Services program. Baker & Taylor has extensive knowledge and experience in this area and offers the most comprehensive program available in the industry. This economical and efficient service enables librarians to select the titles they need on a standing order basis, order from a single source, and manage costs and collections with precise reports. Our commitment to customers is to regularly monitor 40,000+ Series offerings from 14,000+ Publishers and to identify, order, and ship titles in a timely and efficient manner. The Continuation Services department employs a group of experienced Research Analysts whose primary function is to review publisher catalogs, web sites, and trade journals to identify current and forthcoming issues contained in our Series offerings. With over 80 years of collective experience in the industry, their mission is to keep our comprehensive series/title database current, accurate, and complete. Our seasoned buying department promptly places orders with Publishers 3-6 months prior to publication date to ensure that our customers automatically receive standing order titles in a timely manner.

Only Baker & Taylor can provide **ALL** of the following standing order services to the members of MALIA:

- Access to a 40,000+ Series/title database
- 14,000+ publishers monitored
- Free Price Quotation Service
- Alternate-year cycling
- Free Comprehensive Management Reports
- Customized Subject Selection Lists
- Processing components (Value-added services)
- Series & Title Status reports delivered electronically
- Dedicated Account Representation at **(800) 775-3600**
- *Navigator* (quarterly publication of Continuations titles)
- Customer access to database via the World Wide Web: <http://compass.baker-taylor.com>
- Free Account Transfer Service
- Publisher flyer mailings announcing "new & noteworthy" Series
- And much more

Our Continuation Services database includes 40,000+ Series representing in excess of 250,000 individual titles. These include numbered and unnumbered monographic series, proceedings, non-subscription serials, sets in progress, selected U.S. government documents, and publications of the United Nations and other international agencies, as distributed in the U.S. Some of our best-selling series include: World Almanac and Book of Facts, Writer's Market, Rand McNally Road Atlas, Physician's Desk Reference, Mobil Travel Guides, Scott Standard Postage Catalogue, Fodor's Travel Series, Peterson's Guides and Who's Who Directories.

Unlike other vendors in the industry, B&T does not limit your selection of series and titles to a closed listing. B&T offers series from a wide variety of publishers and has an extensive offering in text, technical and reference series collections. If you are interested in receiving a series which is not in our database, we will contact the appropriate Publisher to determine its availability and establish it for you.

COMPASS <http://compass.baker-taylor.com>

Compass, a web-based management tool, will enable the Library to access the CS database and program on the Internet! **Compass** is Free of Charge to qualified applicants. Using **Compass**, librarians can now reduce time consuming phone calls and paperwork by modifying profiles, creating bibliographic searches, submitting claims, and developing management reports on-line, 24-hours a day. The benefits of this system include:

- View/modify your CS profile on-line. Subscribers can make title changes, add series, or review pending shipments at their convenience.
- Access to Enriched Series/title database containing over 250,000+ titles. Search options include: ISBN, title, publisher, author, editor, subject categories, and more.

Exhibit F

- On-line claims and new series request service—Now, claiming a specific issue or requesting new series is only a mouse-click away. Our program specialists will constantly monitor submitted claims and provide daily updates, so subscribers can make informed decisions.
- Alphabetical search function which enables a user to easily navigate through their profiled series based on the first letter of a Series title.
- A print profile feature allows a user to print or view a complete list of their profiled series from their own personal computer.
- Pop-up messages to keep users informed every step of the way, as they make modifications to their profile.
- A detailed **Compass** user's manual which can be accessed directly from the website.
- A direct hyperlink to a dedicated Customer Account Representative who will be able to answer questions, process requests, and research claims.

Compass displays all available issues within a specific series – now the Library can complete incomplete sets, find missing back issues, or order extra copies of an issue in a popular series with just a few keystrokes.

Compass has been designed to be quick and easy-to-use. Baker & Taylor has not employed any complex graphics, which can delay download time. The "point and click" interface means that information is never more than a text box away, with no complex commands to remember or difficult menus to navigate. The entire library staff will be able to use **Compass** without the need for time-consuming training sessions or complicated user manuals.

Comprehensive Management Reports

A variety of reports can be prepared, based upon specific customer needs, in both electronic and print formats. Master profile reports, backorder status reports, shipping and invoice histories are available in Excel and Word formats. Upon request, Continuation Services can customize and sort the data contained in these reports based on frequency, price, subject, or other individual customer requirement.

Title Reports

As our Continuation Services staff receives updated product information from publishers (i.e., ceased publications, merged series, title changes, significant price increases etc...), Title Reports are immediately sent to our customers to keep them informed of changes to series on their profiles. These title reports can be e-mailed or sent via US mail to the primary contact at your library.

Publisher Flyer Program

Promotional flyers from our vendor partners announcing "new & noteworthy" series are mailed to our customers 4-6 times per year. FREE of Charge. Each flyer describes important new series, ID numbers, publication titles/dates and is designed as an order form to simplify the process.

The Navigator

Quarterly publication of forthcoming titles. Free of Charge. The Core List, published each Spring, contains more than 1,500 titles covering a variety of subject areas, including: Business, Travel & Tourism, Bibliographies, Computer Technology, Economics, Education, Occupations & Careers, and much more. Libraries of all types can rely on this authoritative list to build or enhance their standing order collection. Each Core List entry includes series ID, title, publisher, last title published, last date published, list price, frequency and special notes. Additional information, such as subtitle, title changes, or other pertinent data can be found in the "notes" column for selected entries. Other specialty subjects such as Travel or Occupations/Careers are highlighted in other issues of The Navigator throughout the year.

Free Price Quotation Service

Submit a list of standing order or serial titles to our Continuations staff, and they will provide a price quotation listing the most recent issues available. FREE of Charge. If requested series are unavailable, recommended replacement options are indicated where appropriate.

Free Account Transfer Service

Baker & Taylor can handle all of the time-consuming account transfer tasks, FREE of Charge. When the institution wishes to transfer standing order business with other vendors to B&T, the Library only has to follow two simple steps:

- 1) Forward a notification letter requesting an account transfer with a supply of your Library's letterhead and envelopes.
- 2) Include your current standing order titles listing including the publisher/vendor name and address for each title and the last issue received by the library.

Baker & Taylor will take care of the rest including:

- Forwarding cancellation notices to the applicable publisher/vendor
- Periodic updates of pending titles, including additional requests to publisher/vendor
- Confirmation of your current Baker & Taylor series profile to ensure all titles have been added.

Processing for Continuation Titles

Baker & Taylor will be pleased to provide processing services for your Continuation titles. Available Value-Added Services include: laminated covers, mylar jackets, property stamping, bar codes, customer-supplied labels and theft detection.

Customer Account Representation

Our staff of dedicated professionals is at your disposal to assist with the maintenance of your account; they may be reached via a toll-free Customer Service number. The Continuation Services staff is committed to serving customers promptly and efficiently.

How to Order

B&T can accept CS orders via phone toll-free, by fax, mail, e-mail, or electronically on-line via COMPASS <http://compass.btol.com>. Once the orders are received, your account representative will immediately update the library's customized account profile(s). Account profile confirmations will be forwarded directly to the individual library address upon request.

Ordering Address:

Baker & Taylor, Inc.
Attn: Continuation Services
1120 US Highway 22 East
Bridgewater, NJ 08807

Phone/E-mail:

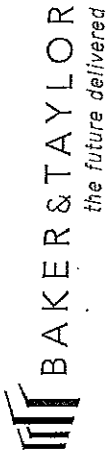
Telephone: (800) 775-3600 x7293
Fax: (800) 775-1600
E-mail: <http://compass.baker-taylor.com>

Exhibit G
Electronic Interfaces

Attachment G
Vendor Interfaces

Parent Company/Vendor	Product	ILS/POS	Format	Transactions
Addico Solutions	Basil	POS	X.12	850 PO, 855 Ack, 810 Invoice
Anthology	Anthology	POS	X.12	850 PO, 855 Ack,
auto-graphics	Agent Verso	ILS	X.12	850 PO, 855 Ack, 810 Invoice
Biblionix	Biblionix	ILS	X.12	850 PO, 855 Ack, 856 ASN 810 Invoice
BookLog	BookLog	POS	X.12	850 PO, 855 Ack,
BookManager	Bookmanager	POS	X.12	850 PO, 855 Ack, 810 Invoice
Computac	Computac	POS	X.12	850 PO, 855 Ack, 856 ASN, 810 Invoice
Evergreen	Evergreen	ILS	Edifact	Orders, Acks, Invoices
ExLibris	Aleph	ILS	Edifact	Orders, Text Acks, Invoices
	Voyager	ILS	Edifact	Orders, Invoices
	Alma	ILS	Edifact	Orders, Text Ack, Invoices
	IBIDie	POS	X.12	850 PO, 855 Ack, 856
Innovative Interfaces	Millennium/Sierra	ILS	Edifact	Orders, Acks, Invoices
KOHA	LibLime/GetIt	ILS	X.12	850 PO, 855 Ack, 810 Invoice
KOHA	ByWaterSolutions	ILS	Edifact	Orders
Polaris	Polaris	ILS	X.12	850 PO, 855 Ack, 856 ASN, 810 Invoice
Sirsi	Horizon	ILS	Edifact	Orders, Order Response, Invoice
	Unicorn	ILS	X.12	850 PO, Text Ack, 810 Invoice
	Symphony	ILS	X.12	850 PO, 855 Ack, 810 Invoice
TLC	Carl	ILS	X.12	850 PO, 855 Ack, 810 Invoice
	OSA	ILS	X.12	850 PO, 855 Ack, 810 Invoice
VTLS	Virtua	ILS	Edifact	Orders, Order Response, Invoice
Wordstock	Wordstock	POS	X12	850 PO, 855 Ack,

Exhibit H
Sample Reports



Sample Book Invoice

INVOICE # 5000815499
 INVOICE DATE 03/26/11
 ACCOUNT # XXXXXX LXXXXXX 3 000000
 A/S # SOMU000000
 PAGE UUL

INVOICE

FED TAX ID 56-1761729
 SHIPPED FROM SOMERVILLE
 CUSTOMER SERVICE 1-800-775-1200
 CREDIT 800.340.5370/INTL 704.998.3399
 GST/TAX ID # 00-00000000000000
 PO # SAMPLE

BILL ACCOUNT # XXXXXX LXXXXXX 3 000000
 SAN # XXX
 NAME: ADULT SAMELE
 ADDRESS XXX XXXXXXXX XXXXXXX
 XXXXXX, XX XXXXX

SHIP ACCOUNT # XXXXXX LXXXXXX 3 000000
 SAN # XXX
 NAME: ADULT SAMELE
 ADDRESS XXX XXXXXXXX XXXXXXX
 XXXXXX, XX XXXXX

ALL CLAIMS MUST BE MADE WITHIN 45 DAYS OF INVOICE. RETURN AUTHORIZATION REQUIRED. NOT RESPONSIBLE FOR GOODS SENT UNINSURED.

QTY	TITLE	BT ORDER #	CUSTOMER PO #	AUTHOR	FUND #	TYPE	ISBN	ISBN-10	PUB	PRICE	DISC.	NET PRICE	EXTENDED PRICE
1	ALTERING AMERICAN CONSCIOUSNESS 0000001 SAMPLE			TRACY, SARAH W. PAP 222222			9781588494251	1588494251	UMASS	xx.xx	xx.x%	xx.xx	xx.xx
1	BILLIONAIRE'S VINEGAR : 0000001 SAMPLE			WALLACE, BENJAM HRD 222222			9780307338778	0307338778	RANDO	xx.xx	xx.x%	xx.xx	xx.xx
1	DUST TRACKS ON A ROAD : 0000001 SAMPLE			HURSTON, ZORA NPAP 222222			9780060854089	0060854081	HPCLP	xx.xx	xx.x%	xx.xx	xx.xx
1	KNIT FAST, DIE YOUNG : 0000001 SAMPLE			KRUGER, MARY PAP 222222			9780743484746	0743484746	POCKE	xx.xx	xx.x%	xx.xx	xx.xx
1	LA CABANA/THE SHACK : 0000001 SAMPLE			YOUNG, WILLIAM PAP 222222			9781935170006	1935170007	GDORL	xx.xx	xx.x%	xx.xx	xx.xx
5													xx.xx
PAGE TOTAL													xx.xx
SUB TOTAL													xx.xx
USD CURRENCY													xx.xx
1	MYLAR JACKET STANDAR												x.xx

TOTAL AMOUNT DUE xx.xx

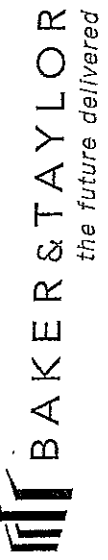
CITY TAX 0.00
 COUNTY TAX 0.00
 STATE TAX 0.00
 TOTAL 0.00

TERMS : 00 NET 30 DAYS
 AMOUNTS BILLED IN USD

REMIT TO: BAKER & TAYLOR, INC.
 P.O. BOX 217930
 ATLANTA, GA 30384-7930
 NEW REMITTANCE ADDRESS

PLEASE INDICATE INVOICE # ON YOUR REMITTANCE

Sample Book Status Report



INVOICE # 500815499
 INVOICE DATE 01/26/10
 ACCOUNT # XXXXXX LXXXXXX 3 000000
 AFS # SOM0000000
 PAGE 001

STATUS

THE FOLLOWING ITEMS WERE NOT IN STOCK AT THE TIME OF YOUR ORDER. STATUS REPORTS INDICATED ARE BASED ON PUBLISHER SUPPLIED INFORMATION. IF YOU BACKORDERED, THE REMAINING ITEMS WILL BE SHIPPED AS RECEIVED FROM THE PUBLISHER UNTIL YOUR CANCELLATION DATE IS REACHED. INVOICES REPRESENT ITEMS SHIPPED.

QTY	BT ORDER #	CUSTOMER PO #	AUTHOR	FUND #	TYPE	CUST REF #	ISBN	PUBLISHER	LIST PRICE	STATUS	DISPOSITION	DOE DATE
1			DEAVER, JEFFERY		HRD		9781439101872	SIMON	XX.XX	AD	CANCELLED	
1		2009BID	TOWLE, MIKE.		HRD		1439101876		XX.XX	BP	BACK ORDERED	
1		2009BID	WELSHARD DE CHARDIN		PAP		1581821484	TURNL	XX.XX	BP	BACK ORDERED	
1		2009BID	GLATTSTEIN, JUDY, PAP		PAP		9780939680474	INNET	XX.XX	BP	BACK ORDERED	
		2009BID					0939680475		XX.XX	BP	BACK ORDERED	
		2009BID					9781553914738	CNSRB	XX.XX	BP	BACK ORDERED	
							155391473X					

ACCOUNT #: XXXXXX Lxxxxxx 3 00000
 AT#: SOMXXXXXXXXBT
 CUSTOMER PO#: 2012 BID
 CUSTOMER SERVICE:

 CARTON #: 1 OF 1
 CARRIER: LVHS IN HOUSE DO NOT SHIP
 PACK DATE: 03/26/12
 PAGE: 1
 CONTAINER #: 40XXXXXXX

SHIP TO:

 ADULT SAMPLE
 XXX XXXXXXXX XXXXXXXX
 XXXXXXXX, XX XXXXX

FROM:

 BAKER & TAYLOR
 XXX XXXXXXXX XXXXXXXX
 XXXXXXXX, XX XXXXX

THIS IS NOT AN INVOICE. ALL TOTALS ARE UNADJUSTED. DO NOT PAY FROM THIS DOCUMENT.

QTY	TITLE AUTHOR	TYPE	PUB	ISBN - 10 DIGIT	PRICE	DISC	EXT. PRICE	CUST. PO #
				ISBN - 13 DIGIT				CUST. REF. ID#
1	ALTERING AMERICAN CONSCIOUSNE TRACY, SARAH W. (EDT) /	PAP	UMASS	1558494251 9781558494251	xx.xx	xx.xx	xx.xx	2012 BID
1	ANTIQUES FLEE MARKET : ALLAN, BARBARA.	HRD	KNSGT	0758211953 9780758211958	xx.xx	xx.xx	xx.xx	2012 BID
1	BILLIONAIRE'S VINEGAR : WALLACE, BENJAMIN,	HRD	RANDO	0307338770 9780307338778	xx.xx	xx.xx	xx.xx	2012 BID
1	CASE OF EXPLODING MANGOES / HANIF, MOHAMMED.	HRD	RANDO	0307268071 9780307268075	xx.xx	xx.xx	xx.xx	2012 BID
1	DUST TRACKS ON A ROAD : HURSTON, ZORA NEALE.	PAP	HPCLP	0060854081 9780060854089	xx.xx	xx.xx	xx.xx	2012 BID
1	ILLUSTRATED KITCHEN BIBLE / DORLING KINDERSLEY, INC.	HRD	DORKI	0756639743 9780756639747	xx.xx	xx.xx	xx.xx	2012 BID
1	KING RICHARD THE LIONHEARTED DOHERTY, KATHERINE M.	LIB	ENSLO	0766014592 9780766014596	xx.xx	xx.xx	xx.xx	2012 BID
1	KNIT FAST, DIE YOUNG : KRUGER, MARY	PAP	POCKE	0743484746 9780743484749	xx.xx	xx.xx	xx.xx	2012 BID
1	LA CABANA/THE SHACK : YOUNG, WILLIAM PAUL/ JAC	PAP	GDCRL	1935170007 9781935170006	xx.xx	xx.xx	xx.xx	2012 BID
1	LA SUMA DE LOS DIAS ALLENDE, ISABEL	HRD	HARPE	0061551872 9780061551871	xx.xx	xx.xx	xx.xx	2012 BID
1	LOUD SILENCE OF FRANCINE GREE CUSHMAN, KAREN.	HRD	HOUGJ	0618504559 9780618504558	xx.xx	xx.xx	xx.xx	2012 BID
1	NATIONAL AUDUBON SOCIETY GUID FITZHARRIS, TIM,	PAP	FIREF	1554073928 9781554073924	xx.xx	xx.xx	xx.xx	2012 BID
1	RED, WHITE, AND BLUE / HAYDEN, LAURA.	PAP	TYNDA	1414319401 9781414319407	xx.xx	xx.xx	xx.xx	2012 BID
1	RIGHT TO DIE AND EUTHANASIA / YOUNT, LISA.	HRD	FACTS	0816062757 9780816062751	xx.xx	xx.xx	xx.xx	2012 BID
1	SOLAR POWER YOUR HOME FOR DUM DEGUNTHER, RIK,	PAP	WILTR	0470175699 9780470175699	xx.xx	xx.xx	xx.xx	2012 BID

15 TOTAL UNITS PACKED IN CARTON

TOTAL PRICE xx.xx

xx.xx

TOTAL EXTENDED PRICE

BAKER & TAYLOR

SAMPLE DVD INVOICE

SOLD

TO: Customer Name - SAMPLE
Address - SAMPLE

SHIP

TO: Customer Name and Address

UPS SHIPPER NO.
LVHS IN HOUSE DO
PKG. ID #
P20548922

BILL TO CUSTOMER NO.		SHIP TO CUSTOMER NO.		DATE SHIPPED	INVOICE NO.	INVOICE NO.	PAGE NO.					
				03/26/10	P20548922	P20548922	1					
TIME		TERMS		CTN COUNT	FOB	ORDER POINT	SHIP POINT					
		NET 30 DAYS FROM DATE OF INVOICE		1 CARTON	DESTINATION							
TOTAL WEIGHT		B/O BIN		SHIP VIA		ORDER TYPE						
				INSIDE SALES REP		OUTSIDE SALES REP						
PO	LABEL	ITEM NUMBER	DESCRIPTION	QTY	LINE	ORD	SHIP	B/O	UNIT RETAIL	DISC %	AMOUNT	CUSTOMER P.O. NUMBER
DD	GEPI	81247	4 MONTHS, 3 WEEKS, AND 2 DAYS	1	001	1	1	0	XX.XX	XX.X%	XX.XX	2010 ORDER
DD	MAYA	MA1049	AMEXICANO	1	002	1	1	0	XX.XX	XX.X%	XX.XX	2010 ORDER
DD	LGHE	22665	BELLA	1	003	1	1	0	XX.XX	XX.X%	XX.XX	2010 ORDER
DD	LGHE	22265	BIGGEST LOSER WORKOUT CARDIO MA	1	004	1	1	0	XX.XX	XX.X%	XX.XX	2010 ORDER
DD	CTC	BOB010	BOB LE FLAMBEUR	1	005	1	1	0	XX.XX	XX.X%	XX.XX	2010 ORDER
DD	TW	2257043	GOOSEBUMPS.	1	006	1	1	0	XX.XX	XX.X%	XX.XX	2010 ORDER
DD	MC	61029600	HOUSE M.D.	1	008	1	1	0	XX.XX	XX.X%	XX.XX	2010 ORDER
DD	HBO	1000038820	JOHN ADAMS	1	009	1	1	0	XX.XX	XX.X%	XX.XX	2010 ORDER
DD	CS	DV15611	JOHNNY SUEDE	1	010	1	1	0	XX.XX	XX.X%	XX.XX	2010 ORDER
DD	CO	22519	MY KID COULD PAINT THAT	1	011	1	1	0	XX.XX	XX.X%	XX.XX	2010 ORDER
DD	VVN	VVIEV05311D	ROMA	1	012	1	1	0	XX.XX	XX.X%	XX.XX	2010 ORDER
DD	CS	DV80012	TRAITOR	1	014	1	1	0	XX.XX	XX.X%	XX.XX	2010 ORDER
DD	GEPI	79615	WORDPLAY	1	015	1	1	0	XX.XX	XX.X%	XX.XX	2010 ORDER

TOTAL ITEMS

13

0.00

TOTAL AMOUNT DUE 0.00
REMIT TO: BAKER & TAYLOR, INC.
P.O. BOX 277930
ATLANTA, GA 30384-7930
NEW REMITTANCE ADDRESS
PLEASE INDICATE INVOICE # ON YOUR REMITTANCE

Sample Backorder Report
 (Status Report)
 Video / Music

BAKER & TAYLOR
 PRE / BACKORDER REPORT

SHIP TO: XXXXXXXX

ORDER POINT: PGH HOLD STATUS SAMPLE
 ATTN: PHONE:

ITEM NUMBER	DESCRIPTION ARTIST	P.O.#	DEALER PRICE	NET PRICE	QUANTITY	EXTENSION	ORDER DATE	RELEASE DATE	TYPE	SHIP WHS
DDMC	66160 ABBOTT & COSTELLO MEET THE MUMMY ABBOTT & COSTELLO	XXXXXX	XX.XX	XX.XX	1				B	REN
DDWD	66160 ALADDIN DISNEY CLASSIC	XXXXXX	XX.XX	XX.XX	1				B	REN
DDMC	66160 JURASSIC PARK NEILL, SAM	XXXXXX	XX.XX	XX.XX	1				B	REN

BAKER & TAYLOR

SHIP TO: Customer Name
DVD / Music CD PACKING LIST SAMPLE

FROM Baker & Taylor
Service Center

PAGE 1
CONTAINER XXXXXXXXX
CARTON# 1 OF 1
CARRIER WILL CALL
PACK DATE 4/4/2012

THIS IS NOT AN INVOICE. ALL TOTALS ARE UNADJUSTED. DO NOT PAY FROM THIS DOCUMENT.

BILL TO #	SHIP TO #	IATS NUMBER	CUSTOMER PO NUMBER
		4/4/2012	SAMPLE

Invoice reference # XXXXXXXXX

QTY	TITLE	ARTIST	ITEM NUMBER	UNIT PRICE	EXTENDED PRICE	CUSTOMER PURCHASE ORDER NUMBER
1	49TH PARALLEL	POWELL, MICHAEL	DDCTCCC1683D	XX.XX	XX.XX	SAMPLE
1	ANGRY HARVEST	MUELLER-STAHIL,	DDHMVHVE3270	XX.XX	XX.XX	SAMPLE
1	ATOMIC STRUCTURE & THE PERIODIC NOT AVAILABLE		DDSCHLV7711	XX.XX	XX.XX	SAMPLE
1	BULLYING	NOT AVAILABLE	DDSCHLV6611	XX.XX	XX.XX	SAMPLE
1	EMPEROR'S NAKED ARMY MARCHES	NOT AVAILABLE	DDFM191921	XX.XX	XX.XX	SAMPLE
1	FLIP THE SCRIPT	WAHLBERG, MARI	DDUVID116	XX.XX	XX.XX	SAMPLE
1	INVINCIBLE	NOT AVAILABLE	DDWD53116	XX.XX	XX.XX	SAMPLE
1	LEGEND OF THE DRAGON	VARIOUS	DGGEPI79620	XX.XX	XX.XX	SAMPLE
1	LIBRARIAN: RETURN TO KING SOLOM; NOT AVAILABLE		DDWAT7652	XX.XX	XX.XX	SAMPLE
1	MI-5.	DYLAN, BOB	DDBBCVE2777	XX.XX	XX.XX	SAMPLE
1	MY COUNTRY, MY COUNTRY	KONCHALOVSKY,	DDZEITZ1085	XX.XX	XX.XX	SAMPLE
1	NO DIRECTION HOME: BOB DYLAN	FOLEY, SUE	DDPA031054	XX.XX	XX.XX	SAMPLE
1	SAFE SIDE/INTERNET SAFETY	HARA, KAZUJA	DDCMV10011	XX.XX	XX.XX	SAMPLE
1	SIBERIADE	NEWHART, BOB	DDKI4262	XX.XX	XX.XX	SAMPLE
1	SUE FOLEY - LIVE IN EUROPE	SAFE SIDE	DDVMIRUF3013	XX.XX	XX.XX	SAMPLE
1	WHO KILLED THE ELECTRIC CAR?	DILLER, PHYLLIS	DDCO15286	XX.XX	XX.XX	SAMPLE

In Carton

16

BAKER & TAYLOR

Confirmation Services (<http://compass.btol.com>)
 1120 US Route 22, East
 P.O. Box 6885, Bridgewater, NJ 08807-0885
 Phone: (800)775-3600 Fax: (908)541-7867
 Your Account Rep is XXXXX ext. XXXX
 Email address: XXXXX@btol.com

Sample Master Profile Report

Account: xxxxxx-Crccccx-2-000000
 SAMPLE PUBLIC LIBRARY
 SAMPLE PUBLIC LIBRARY
 CONTINUATION ACCT
 800 ANYWHERE STREET
 HOMETOWN, USA 77777

Master Customer Information
 Approval Acct#: N/A
 Date Opened: 8/14/2001
 Invoiced YTD: \$ XXXX,XXXXXX
 Inv Prior YTD: \$ XXXX,XXXXXX
 Inv Last Cal Year: \$ XXXX,XXXXXX
 Total Sales: 744

SeriesID	Title	Publsher	ListPrice	Octameron Associates	ProfileQty	NetPrice	Cycle	TotalPrice	OrderNo	ShipQty	StartDt	Invoice#	Pos. In Series	Pub Date	ShipDt	Freq
0008391	A.S. AND B'S OF ACADEMIC SCHOLARSHIPS. The A.s and B.s of Academic Scholarships : 100,000 Sch. 4575090791	Law School Admission	\$ XXX.XX	1	\$ XX.XX	1	\$ XXX.XX	4	2009898670	4	Y2001/00	E021/000	Y2006/00	xx/xx/xxxx	IRR	xxx/xx/xxxx
0881755	ABA LSAC OFFICIAL GUIDE TO ABA APPROVED LAW SCHOOLS 0881755 Aba Lsac Official Guide to ABA-Approved Law Schools 0942639847	Law School Admission	\$ XXX.XX	1	\$ XX.XX	1	\$ XXX.XX	1	3005464456	1	Y2001/00	3005464456	Y2006/00	xx/xx/xxxx	ANN	xxx/xx/xxxx
7896400	ABOS MARINE BLUE BOOK (VOLUME 2) Abos Marine Blue Book 1975-1992	Abos Technical Pubns	\$ XX.XX	1	\$ XX.XX	1	\$ XXX.XX	1	Y2000/00	1	Y2000/00	2009932027	Y2006/00	xx/xx/xxxx	ANN	xxx/xx/xxxx
0872888576	ABOS MARINE BLUE BOOK (VOLUME 1) Abos Marine Blue Book 1993-2003	Abos Technical Pubns	\$ XX.XX	1	\$ XX.XX	1	\$ XXX.XX	1	Y2001/00	1	Y2001/00	2009932027	Y2006/00	xx/xx/xxxx	ANN	xxx/xx/xxxx
0872888568	ACADEMIC YEAR ABROAD. Academic Year Abroad 2005 Complets Guide to Plannin 0872862635	Inst of Intl Educat	\$ XX.XX	1	\$ XX.XX	1	\$ XXX.XX	1	Y2000/00	1	Y2000/00	3005487549	Y2006/00	xx/xx/xxxx	ANN	xxx/xx/xxxx
9440603	ACCIDENTS IN NORTH AMERICAN MOUNTAINEERING. Accidents in North American Mountaineering 2005	Amer Alpine Club	\$ XX.XX	1	\$ XX.XX	1	\$ XXX.XX	1	Y2000/00	1	Y2000/00	2009730934	Y2006/00	xx/xx/xxxx	ANN	xxx/xx/xxxx
0006445																
0930410920																

Total # of Titles: 6
 Total # of Units: 9

Sample Expenditure Report

Expenditure Report Baker & Taylor

Material Category	Units Shipped	Sales Invoiced	Average Cost per Unit
Adult Trade Hardcover Editions (Popular Fiction & Non-Fiction)	XXX	\$ XXX.XX	\$ XX.XX
Juvenile Trade Hardcover Editions (Popular Fiction & Non-Fiction)	XXX	\$ XXX.XX	\$ XX.XX
Adult Quality Paperback Editions (Popular Fiction & Non-Fiction)	XXX	\$ XXX.XX	\$ XX.XX
Juvenile Quality Paperback Editions (Popular Fiction & Non-Fiction)	XXX	\$ XXX.XX	\$ XX.XX
Mass Market Paperback Editions	XXX	\$ XXX.XX	\$ XX.XX
Single Edition Reinforced (Juvenile)	XXX	\$ XXX.XX	\$ XX.XX
Publisher's Library Edition (Juvenile)	XXX	\$ XXX.XX	\$ XX.XX
University Press Trade Editions	XXX	\$ XXX.XX	\$ XX.XX
Text, Technical, Reference, Small Press, and Titles of Limited Demand	XXX	\$ XXX.XX	\$ XX.XX
Imported English and Non-English Language Editions	XXX	\$ XXX.XX	\$ XX.XX
Enhanced Service Program**	XXX	\$ XXX.XX	\$ XX.XX
Spoken Word Audio (primarily abridged)	XXX	\$ XXX.XX	\$ XX.XX
Board Books/Novelty Items/Activity Books	XXX	\$ XXX.XX	\$ XX.XX
- PawPrints Editions	XXX	\$ XXX.XX	\$ XX.XX
- BT Bound Editions	XXX	\$ XXX.XX	\$ XX.XX

Exhibit I

Publishers Not Supplied List – Book

Publishers Supplied List – Music/DVD

Exhibit J
Automatic Shipment Programs

Automatic Shipment Services

Automatically Yours

Baker & Taylor's *Automatically Yours* program delivers the latest publications from popular authors right to your door. Select your favorite authors, and Baker & Taylor will send the latest titles, as soon as they are released. Firm Order discounts will apply.

Automatically Yours has 8 different programs to choose from:

Popular Adult Fiction Authors – featuring over 1000 fiction authors

CATS Authors & Illustrators – featuring over 600 of the most popular children and young adult authors, both fiction and non-fiction.

CATS Awards – featuring more than 80 professionally selected national and international children's and teens awards

Spoken Word Audio

Large Print Popular Adult Fiction Authors

Book Club Plans - Baker & Taylor offers 4 different Book Club Plans to help meet your patrons' needs:

- "Today" Show Book Club
- Reading with Ripa Book Club
- "Good Morning America" Book Club
- "Oprah's" Book Club

(although Oprah has discontinued her book club, she will occasionally recommend titles. We will continue to automatically ship these titles)

Inspirational Authors – Offers over 250 authors to choose

Graphic Novels - Available for Adult and Teen titles. Choose from 500 series.

CATS Series (Children's and Teens) (popular series automatic shipment)

This service provides the newest and most popular continuing series for public libraries, including picture books, easy-to-read, juvenile fiction and nonfiction, graphic novels/Manga/comic strip books, teen fiction and nonfiction, and Spanish/bilingual titles. New titles are shipped to you automatically upon publication when you request the series appropriate for your children's and teen collections.

Additionally, we provide confirmation reports on forthcoming titles including information such as ISBN, publisher, and order status.

Hot Hits – Standing Order Program (Music CD-Demand Driven)

Each week you will receive a list of New Release music titles, based on your profiled Music Genre selections. This will allow you to make changes to the list before the titles are ordered and shipped to your account.

Benefits of the Hot Hits program include:

- Never receive the same title twice
- Convenient delivery of lists (Title Source cart or EXCEL spreadsheet)

- Flexibility to adjust your order quantities at any time
- Weekly e-mail updates of new titles
- Choose to receive Parental Advisory or Edited versions of titles

The program is simple – just tell us how many copies of a title you would like to receive, based upon the following Music genres:

Quantity			
_____	Dance	_____	New Age
_____	Country	_____	Blues
_____	World	_____	Classical
_____	Soundtrack	_____	Pop
_____	Jazz	_____	R & B
_____	Rock	_____	Reggae
_____	Latin	_____	Parental Advisory
_____	Rap	_____	Clean Version Only

Each time a New Release is announced, we will send to you the titles that are in the Genres that you've selected.

Box Office (DVD-Demand Driven)

With the dramatic rise in DVD demand, we understand the difficulty in keeping up with ordering all of the box office hits. Baker & Taylor can help with our Box Office Hits on DVD Standing Order Program. Simply choose the quantity you would like to receive, based on the millions sold at theatres, and we will ship the product to you. Each week, by email, we will send you the latest list of titles to hit the charts. For more information, please contact us at 800-775-2600 extension 2079.

TV and Movie Standing Order Plans (DVD-Series Driven)

Many libraries are experiencing tremendous growth in their circulation of AV titles; selecting and maintaining an adequate collection of popular DVDs can be a challenge. Our plans allow you to have all of the most popular DVD series titles, shipped automatically as they are produced and released.

Exhibit K

Collection Development Services

Collection Development

Baker & Taylor collection management librarians have extensive experience working in library collection development and/or technical services in public, academic, and special libraries prior to their employment with Baker & Taylor. Our management team has created this organization carefully, recruiting librarians with a wide range of complementary, specialized subject knowledge representing different-sized institutions and a range of geographic regions.

Baker & Taylor's collection management team is an accessible resource that will work with the Library staff to complete foundation tasks, such as profile development. Our collection development team is a resource for general inquiries about any and all collection development topics and associated technical questions. We also can produce on-demand selection lists for special needs such as replacement projects or new facility openings. In addition, our collection management team can provide consultation to the Library's staff as needed to contribute to collection development, staff development, process analysis, and collection analysis, or to provide project management solutions.

Please see the enclosed brochure for additional information.



BAKER & TAYLOR
the future delivered

**Save your staff
valuable time.**

**Enjoy easier selection and
ordering processes.**

BAKER & TAYLOR'S
**COLLECTION
DEVELOPMENT
SERVICES**

*print, digital
and A/V content*

COLLECTION DEVELOPMENT SERVICES

for print, digital and A/V content

Baker & Taylor offers libraries an extensive range of collection development services. These services are all tailored to meet your library's unique requirements. We offer a variety of free and fee-based services and programs — all designed to assure cost-effective, quality collection building and efficiencies within the library.

Baker & Taylor's collection development services include automatic shipment programs, notification programs and evidence-based decision support for both print and digital content.

Baker & Taylor is your one trusted source for books, ebooks, digital audiobooks, music and movies.

Automatic Shipment Programs

Automatically Yours | PAGES 4-5

A free, specialized program that allows your library to customize its collection with the latest print and digital titles — by popular authors or in a highly-circulated series — delivered right to your door, automatically.

Parade | PAGE 6

Standing order programs of popular titles, pre-selected by Baker & Taylor's Collection Development librarians to help reduce the time, effort and expense of ordering.

Continuations | PAGE 6

Your one-stop source to customize your collection of ongoing series standing orders for print and digital content, in a variety of available genres.

Notification Programs

FirstLook | PAGES 8-10

The family of notification services available to libraries for print and digital content.

Selection Lists | PAGE 10

Collection of forthcoming, topical and popular lists available in Title Source™ 3 / Title Source 360.

Evidence-based Decision Support

Evidence-based Selection Planning (ESP) | PAGE 11

Brings the art of Baker & Taylor's collection development expertise together with the science of collectionHQ's data analytics to create a decision support system integrated with Title Source 360 to equip your library with the information to select the right titles and quantities, for the right locations.

Automatic Shipment Programs

Automatically Yours

Automatically Yours™ is a specialized program that allows you to have the latest print, digital and A/V titles — by popular authors or in a series — delivered right to your door, automatically. We send you the latest titles as soon as they are released. No more placing separate orders or worrying about title availability. The titles will arrive on time at your library, every time.

Automatically Yours offers the following plans:

ADULT

Popular Adult Fiction	Choose from more than 1,100 authors
Large Print Popular Adult Fiction	Choose from more than 1,000 authors
Inspirational Authors	Choose from more than 250 adult authors
Spoken Word Audio	Choose from more than 1,000 authors in abridged or unabridged (when available) formats on CD
Graphic Novels Series	Choose from more than 180 series
Book Club Plans	Includes all major national book clubs
Popular Nonfiction	Choose from more than 100 authors

Automatically Yours Plans include:

✦ Order confirmation reports sent monthly for forthcoming title additions

✦ Popular authors, series, formats and award selections updated annually

✦ Cataloging and processing available upon request

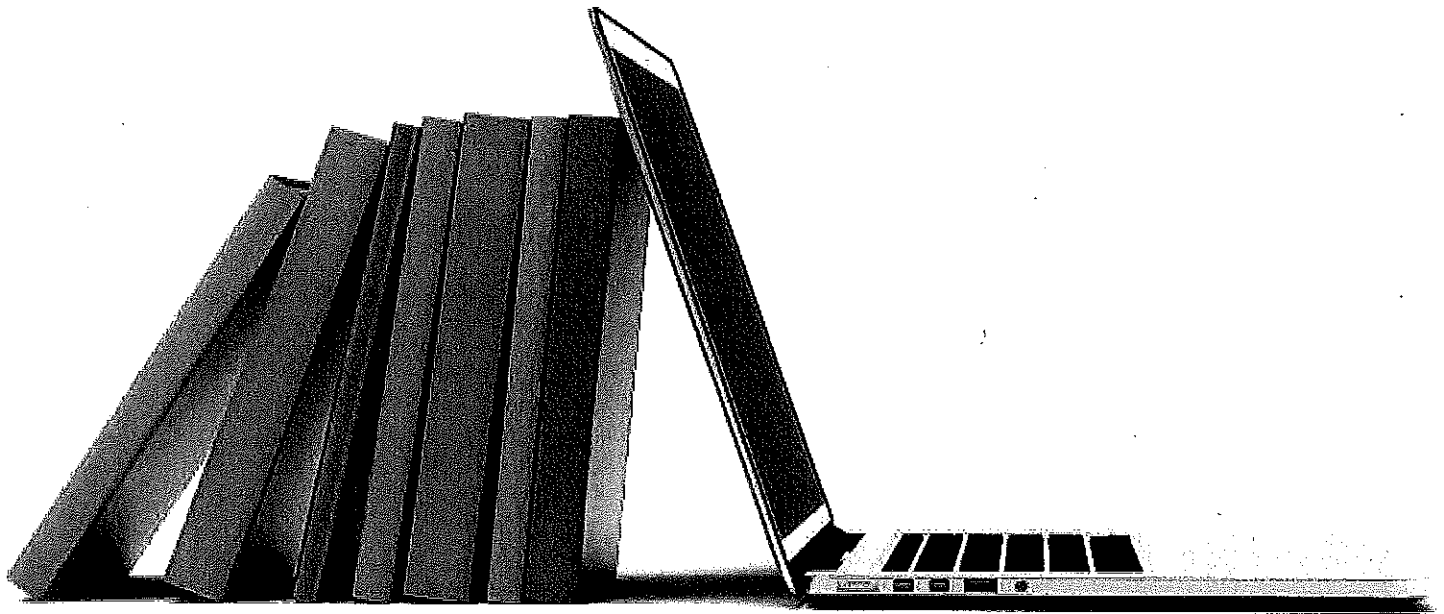
CHILDREN'S AND TEEN SERVICES (CATS)

CATS Authors and Illustrators	Choose from more than 850 authors and illustrators
CATS Awards	Choose from more than 80 professionally selected and international children's and teen awards
CATS Series	More than 3,500 series are available in various bindings
CATS Graphic Novels Series	Choose from more than 540 series

Automatic Shipment Programs

A/V Receive all the newest movie, TV and video releases in time to satisfy patron demand

Adult & TV Standing Order	Choose from a wide variety of series on DVD
CATS Standing Order	Choose from an unlimited selection of popular TV and video series on DVD
Box Office Hits Standing Order	Choose from a broad assortment of top theatrical video titles



+ Titles shipped automatically upon receipt from the publisher/studio

+ Free collection development support with detailed analyses and reports

+ NEW TO TITLE SOURCE 360: Titles flagged as "On Order" with "Duplicate Check" feature

DIGITAL Titles available through our Axis 360 digital media circulation platform*

Popular Adult Fiction	Choose from more than 150 authors
Popular Nonfiction Series	Choose from more than 200 series
CATS Series	Choose from more than 150 series
Digital Spoken Word	Choose from more than 100 popular authors

*New authors and series added weekly

Parade

The Parade standing order programs from Baker & Taylor help libraries reduce the time and expense of ordering and collection management. Our plans are developed by professional librarians and are continually updated to meet the current needs of your patrons. Once a year, simply select the plans you wish to receive — a one-time payment reduces invoices, and the most popular new materials are sent to you every month for 12 months.

PAPERBACK AND SPOKEN WORD AUDIO PARADE

With more than 25 plans to choose from, we can fill your needs for all popular titles ranging from mystery to romance to Spanish language, and more. Select spoken word audio plans are also available.

CATS PARADE

To meet all your children's and teen needs, we have 25 book plans to choose from, ranging from popular and easy-to-read titles for beginning readers, to children's fiction and graphic novels. In addition, there are two plans for popular spoken word audio titles.

MUSIC PARADE

To ensure your library has the hottest new titles in a timely fashion, we offer our exclusive music standing order program. The program offers 20 plans and covers the range of musical interests from adult contemporary to world music. Plans are designed to provide expertly chosen selections that best represent new releases within a genre.

MOVIE PARADE

Choose from 14 plans, including new releases and a wide range of genres, to suit all of your patrons' needs. Both DVD and Blu-ray formats are available.

Continuations

Continuations is your one-stop source for series standing orders for print and digital content. Our extensive title selection, innovative Web-based system, unparalleled service and free management reports make us a leader in standing order services. Continuations offerings include travel books, almanacs, yearbooks, test preparation and occupational guides, as well as essential general reference. Also included are numbered and unnumbered monographic series, sets in progress, non-subscription serials, proceedings and select U.S. government documents and publications. Our experienced researchers monitor more than 40,000 adult and children's series from more than 14,000 publishers, so they know when the next issues of relevant publications will be published. We then ship the new titles as soon as they are available. Additionally, our friendly support staff provides analyses and extra assistance with your adult and children's series collection development plans.

FirstLook

FirstLook™ is the family of notification services available to libraries for print and digital content. FirstLook is supported by a staff of experienced librarians and merchandising specialists who are experts in the publishing and entertainment industries. These services are supported by the industry's most sophisticated collection development management system, and title lists are provided via Title Source 3 / Title Source 360.

FIRSTLOOK BASIC

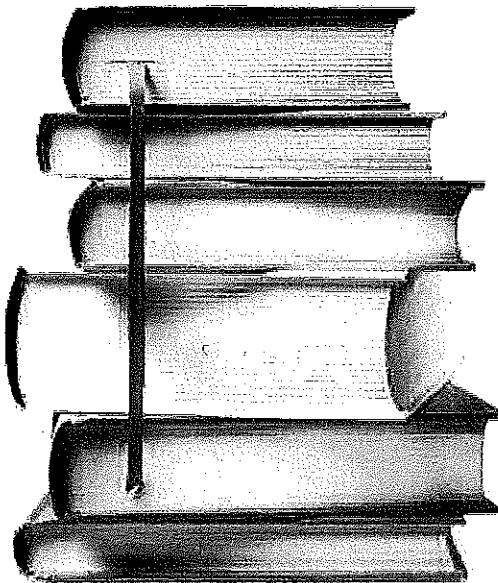
A free collection development program that provides notification of high-visibility new and forthcoming titles, and also allows your library to create separate profiles by subject category. FirstLook Basic is available to subscribers of Title Source 3 / Title Source 360.

FirstLook Basic allows you to create separate profiles by subject category. The key criteria in title identification for these categories is the prepublication purchasing threshold, which represents our anticipated demand for these titles. Lists are sent as Title Source 3 / Title Source 360 carts during the last week of every month, 90 to 120 days in advance of the anticipated date of publication. This program is supported by the most experienced merchandising team in the industry.

FirstLook Basic addresses all collection areas, including those typically not covered in review journals. There are different thresholds for different categories. Category coverage includes adult fiction genres, nonfiction categories and children's and teen areas. Additional plans cover spoken word audio, music and movies. *Examples include, but are not limited to:*

Books

- ✦ Adult Fiction
- ✦ Adult Nonfiction
- ✦ Adult Spoken Word Audio
- ✦ Adult Graphic Novels
- ✦ Teen Fiction
- ✦ Teen Nonfiction
- ✦ Teen Spoken Word Audio
- ✦ Teen Graphic Novels
- ✦ Children's Fiction
- ✦ Children's Spoken Word Audio
- ✦ Children's Graphic Novels
- ✦ Children's Board Books
- ✦ Children's Picture Books and Easy Readers



Music

- ✦ Pop and Rock
- ✦ Classical, Jazz, Soundtracks, Dance
- ✦ Country and Folk
- ✦ R&B and Rap/Hip Hop
- ✦ Children's

Movies

- ✦ Adult Feature
- ✦ Adult Nonfiction
- ✦ Adult TV
- ✦ Children's TV
- ✦ Children's / Family Feature

Notification Programs

FIRSTLOOK CUSTOM

A fee-based subscription program that delivers customized selection carts for print and digital materials, based on your library's selection criteria. Delivery of these profiled carts via Title Source 3 / Title Source 360 makes your selection process easier and more efficient. You determine the profiles and carts you need, as well as a schedule for delivery. Simply create a profile with our collection management staff and we'll do the rest.

Our collection management group — consisting of more than 20 professionals with extensive knowledge of libraries — provides information and products that will exceed your expectations.



FirstLook Custom Features:

→ MULTIPLE SELECTION CRITERIA INCLUDING, BUT NOT LIMITED TO:

- ✦ Subject criteria, such as Dewey and LC classification
- ✦ BISAC and genre categories
- ✦ Full-text reviews and citations
- ✦ Audience level
- ✦ Series
- ✦ Publishers
- ✦ Citation in a Baker & Taylor publication or merchandising plan
- ✦ Publication date
- ✦ Format

→ OUTPUT DELIVERED AS TITLE SOURCE 3 / TITLE SOURCE 360 CARTS

→ FLEXIBLE SCHEDULING OPTIONS

- ✦ One-time special profiles (i.e. replacement lists) available
- ✦ Weekly, semi-monthly, quarterly, contingent upon profile/material type

→ DUPLICATION MANAGEMENT

- ✦ Titles are checked against previous carts — view a title one time for selection efficiency and to prevent unwanted duplication
- ✦ Carts can be compared to Baker & Taylor orders to prevent duplication

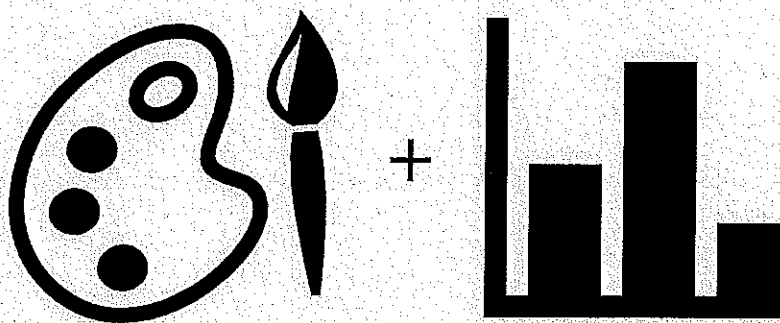
From high-visibility, low-selection intensity titles, to titles required for specialized and research collections, FirstLook Custom can facilitate effective title identification, selection and ordering.

Selection Lists

Many of your foreseeable and annual collection needs are supported with the various selection lists offered in Title Source 3 / Title Source 360. Whether it's to support a current topic, major holiday, summer reading or a popular genre, you will find a selection list that includes current and forthcoming titles for all of your patrons, from children to adults.

Evidence-based Selection Planning (ESP)

When resources are tight and spending collection dollars wisely is vital, libraries need a streamlined collection development process that ensures they have the titles they need, when and where they need them.



ESP — Evidence-based Selection Planning — brings the *art* of Baker & Taylor's collection development expertise together with the **SCIENCE** of collectionHQ's data analytics, to create a decision support system integrated with Title Source 360 to equip your library with the information to select the right titles and quantities, for the right locations.

ESP Decision Support System with Title Source 360:

- ✦ Integrates with FirstLook services and collection development workflows
- ✦ Identifies the top forthcoming titles based upon past circulation by author, subject and series
- ✦ Determines the locations where copies need to be placed to satisfy patron demand
- ✦ Monitors budgets through the use of collectionHQ spending plans



Exhibit L

Customized Library Services

Our Customized Library Services (CLS) division offers custom cataloging/processing services to meet Library-specific requirements. This is a blended per unit price, covering all cataloging/processing services.

We will be pleased to review Library requirements and develop a service price upon request.

CUSTOMIZED LIBRARY SERVICES

Baker & Taylor has been leading the industry in providing libraries customized technical services for over forty (40) years. We have developed a multitude of innovative services in the area of collection management, cataloging services and technical processing. Due to technological advances and the increased complexity of library operations and projects, Baker & Taylor created Customized Library Services in 1996 to consolidate our valuable resources and experience in order to address the growing demand from libraries for more customized, specialized and unique services. CLS is a separate operating unit, whose sole focus is Opening Day Collections (ODC), Collection Expansions, On-line Cataloging Solutions, Outsourcing Projects and Project Management. Customized Library Services (CLS) has operations in four Baker & Taylor locations; Commerce, GA, Momence, IL, Bridgewater, NJ, and Reno, NV and leverages Baker & Taylor's extensive fulfillment and distribution network to provide total project services. CLS has its own staff of over 300 trained professionals to perform the unique services to provide complete library solutions. We currently serve over 400 libraries on an ongoing basis and complete over 75-100 ODC/Collection enhancement projects per year.

Customized Library Services is fully capable of providing customized cataloging and processing services. The following are included services of CLS:

- CLS will provide customized adaptive and copy cataloging with CIP upgrades where needed utilizing Z39.50 protocol
- CLS will provide Project Management Support
- CLS will provide custom cataloging and processing of Ongoing Material

The basis of Customized Library Services' business relationship with any library is partnership, based on mutually agreed upon roles, responsibilities, and obligations. Flexibility and responsiveness to changing needs are fundamental requirements for ensuring a successful and mutually satisfying partnership between the Library and CLS.

PROJECT MANAGEMENT APPROACH

The formation of Baker & Taylor's Customized Library Services brought with it the development of a project-oriented approach to Ongoing Collection Development, Opening Day Collections, and Ongoing Online Cataloging and Processing. This approach allows CLS management to schedule all facets of a project or ongoing service, including resources, and provides the foundation and framework for the entire project while creating a mutual understanding of the requirements of both the Library and CLS.

The first step in the implementation of the CLS project management process is the establishment of a project team. All CLS project teams consist of a minimum of a project manager, collection development manager, an automation specialist/cataloging/processing manager, and an account coordinator. Team members are responsible for managing their assigned resources to complete the project. In turn, each team member works closely with the project manager to ensure compliance to all requirements.

The development of the project team begins upon receipt of a completed Customer Needs Assessment or formal/informal proposal request. The project team immediately becomes part of the CLS response team and helps develop an approach that will successfully complete the project and meet the library's requirements. This process ensures that all management resources are in place prior to the submission of our response. Our experience has shown that when the library sets up a project team with similar project responsibilities and scope in advance of the project or ongoing service startup, the documentation and implementation of services is more efficient, accurate, and thorough. Additionally, the library's internal project team, supported by a designated library project manager, can provide a central point of contact for all issues and information. This will help foster communication and insure that all internal library timelines and schedules are met.

Upon successful award to CLS, the project manager immediately contacts the library's project coordinator to begin developing the partnership that will carry throughout CLS service to the library or the projects' completion. At this time, the project manager contacts the library to review the next steps in the process and possible site visit dates and also requests samples of barcodes, genre labels, ownerships labels or other labels as applicable. The project manager will work with the library to schedule a series of conference calls, including the appropriate CLS and library project team members. The goals of these calls will be to establish connectivity to the library's catalog, review the cataloging and processing specifications supplied in the proposal process and further define them if needed, profile any collection development needs, and assist in the coordination of any electronic ordering/account set up. At the end of these conference calls, all CLS project team members will review their notes and provide a comprehensive requirements documentation package to the library. Upon receipt of the library's approval of the requirements package, CLS will create cataloged and processed samples.

Your project manager will deliver these samples to the library, giving the library another opportunity to confirm that CLS understands their requirements. At this time the project manager can walk the library through placing their first orders and discuss a fulfillment schedule with the library.

Ultimately, the key to successful project management is communication. Internally, CLS emphasizes and focuses on team communication for facilitation and completion of all processes and tasks. Externally, this communication is no less important. Team to team communication between the library and CLS builds a confidence and the environment that is needed for the successful completion of any project. In support of this "communications environment", the project manager is responsible for establishing regular conference calls with the library and all the CLS team members. These meetings can serve a number of purposes, such as the regular review of profiles, requirements, and project status updates. Our experience has also proven that these meetings and calls aid in the development of the relationship between CLS and the library by promoting open lines of communication at all times and by helping to resolve any issues or questions to the mutual satisfaction of the library and CLS.

A final component of project management is consulting support. All CLS project managers have significant project and delivery experience that can provide ongoing support and aide to the library. This additional knowledge base is free of charge and comes from working with seasoned project professionals. This support can be an invaluable and timely tool from collection development strategy all the way to the delivery implementation.

CATALOGING

Customized Library Services' custom cataloging is BAKER & TAYLOR's premier service. CLS has performed on-line cataloging, editing, and maintenance for Libraries since 1989. CLS will use one of two methodologies to perform cataloging services. Our preferred method is to access the Library's ILS using the Z39.50 protocol. Customized Library Services has partnered with The Library Corporation (TLC) to create a state of the art cataloging methodology that leverages Z39.50 protocol for accessing the library's database and a resource pool of records from the Library of Congress and any Baker & Taylor created records. This technology allows our CLS catalogers to have access to the most current version of the library's cataloging records without the overhead of being directly online. Records obtained from the Library's database are saved to a library specific work file located in our secure cataloging utility. The records in the work file are used in the creation of spine labels and as a vehicle for providing item-linking information.

Optionally, CLS can catalog online using the ILS Client supplied by the Library. Using the client software, CLS catalogers will access your database and work live in your database. Added copies will be linked on-line and CLS will catalog and add new titles using the Library's cataloging utility and OCLC (through a third party agreement described below). Original cataloging (described below as well) will be performed as needed.

Once all necessary information is gathered, the CLS project team will work with the library to determine the best, most economical fit for the library.

Major Features of the CLS Preferred Cataloging Methodology (Z39.50):

Only authorized CLS catalogers have access to the library's database and work file. The cataloger will process material first by searching for a matching record in the library's database and work file simultaneously.

A successful search occurs when our cataloger matches the data elements found in the appropriate record tags. CLS considers the title, author, imprint/publisher, edition and date of publication when matching a record. During the CLS profiling, the project team will document the appropriate attributes for matching records. When a matching record is found, the appropriate item level information (examples: barcode number, list price, collection code, etc.) is keyed and the record is saved to the library's work file.

If a record is not found in the library's database or work file, the CLS Bibliographic Database is searched, followed by LC MARC and the resource databases of TLC. The CLS Bibliographic Database contains all CIP records upgraded to full MARC standards by CLS catalogers, as well as new records created by CLS original catalogers.

If the record is not found in the above resources, the Library may also choose to have CLS search OCLC on their behalf for records not found in the library's catalog. Once a record is located in OCLC it is saved to the Library's work file and the record is updated to the Library's specifications. The option of utilizing OCLC will also help to minimize the Library's need for

original cataloging. Please note that the process of using OCLC is available upon CLS' receipt of a signed third party agreement which grants permission to our catalogers to access OCLC on the library's behalf. There are no additional charges from CLS for this service. However, it should be noted that all corresponding OCLC charges will be the responsibility of the Library. On a weekly basis, an electronic file is sent to OCLC to update the library's holdings for all contributed records.

When a full matching record is found in one of the resource databases, it is upgraded to meet the library's specifications and the appropriate item tag is keyed. The record is then saved to the library's work file.

If the matching record found is not a full level record, the record is upgraded to meet LC standards and is saved to the CLS Bibliographic Database. The record is then further edited to meet the library's specifications and the appropriate item record is keyed. The record is then saved to the library's work file. The exception to a full level record would be that some AV pre-pub records are not upgraded to full MARC standards. However, these records are upgradeable to the Library's local standards. If a matching record cannot be found in the multi-database search string, a request is forwarded to an original cataloger in the CLS department. Our original catalogers will create a record according to RDA rules. LC authority files are used to validate author and subject headings. Once the record is created, it is saved into the CLS Bibliographic Review File. Once the record has been reviewed and approved, it is saved in the CLS Bibliographic Database. The library's assigned cataloger is notified and the record will be edited to meet the library's specification and appropriate item tag is keyed.

Every title sent to the library will have a full MARC record with the appropriate item tags. The records will either be new additions to the library's catalog, edited and modified to the library's standards, or existing records from the library's catalog.

When the cataloger has completed the order, laser printed label sets consisting of spine, barcode, bibliographic, and other labels as required by the library are printed. The barcode is provided in a standard format, with an eye readable number strip available. All other labels are customizable for font, pitch, boldness and italics. Options for label font include Courier, Times New Roman and Arial and pitches 12, 14, 16 and text can be left justified or centered. For thin books, we can provide one line spine labels and for Picture Books we can provide a larger font author letter spine label. The library will supply a unique barcode range, barcode prefix, and symbology information.

Call number and bibliographic information is extracted directly from the MARC record to ensure accuracy. After the labels are printed, a file of MARC records corresponding to the titles in the order is created. Released records are flagged so they cannot be selected again.

The file of records will be put on the B&T FTP server for the library to retrieve and load. The records are maintained on the Library's work file for historical reference.

PROCESSING

The CLS department has over 300 trained professionals staffed to handle the library's customized requirements. These staff members are dedicated to meeting the library's requirements and exceeding your expectations. Our commitment to excellence and doing the job right the first time is unmatched in our industry. After cataloging is complete, the processing department completes the physical processing of each item. The processors review the

processing instructions gathered at the site visit. Following these instructions, the processor attaches the spine label, barcode, and any special labels required by the library. After the application of all physical components, the library's materials move to the jacket selection area. Experienced technicians size the books so the appropriate Mylar jacket can be applied to the dust cover of the book. After the material is fully processed, it is ready for the final and most important stage in our CLS process, back audit.

RFID

CLS Shelf Ready Processing can also include the application and linking of RFID tags. Baker & Taylor's Customized Library Services has been providing RFID services for print and audiovisual material since 2001. To date, we have linked, printed and/or applied tags for over 1 million items. As the number of vendors and product offerings has grown with regard to RFID technologies, CLS too has grown in our vendor relationships and linking and application capabilities. We currently work with 3M, Checkpoint, Tech-Logic, ITG, Biblio-theca, and VTLS and we own equipment from each vendor.

As this is a developing technology with unlimited potential for library use, Baker & Taylor's Customized Library Services will continue to support the needs and requirements of our customers.

Back Audit

The back audit team is the final step in ensuring the material we ship to the library is of the highest quality and is in compliance with the library's profiled specifications. The CLS back auditors inspect each order by cross referencing the completed processing and the processing instructions gathered at the site visit. Once the library's material passes this stage, the order is ready to be staged for delivery to the library.